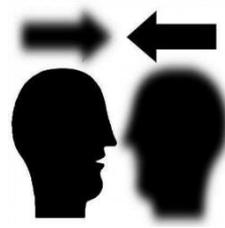# Training and Assessment Guide

Communicate in the workplace

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to communicate in the workplace. It includes gathering, conveying and receiving information together with completing routine written correspondence.

Communication is a learned skill. The majority of people are born with the physical ability to talk but we must learn to speak and listen well in order to communicate effectively. Speaking, listening and our ability to understand verbal and non-verbal communication is a skill we develop over time. We learn basic communication skills by observing other people and through education. Effective communication is all about conveying your messages to other people clearly and concisely. It's also about receiving information others send to you and understanding the message that's been sent. Doing this involves effort by both the sender and receiver of the message. We are so use to communicating with others that we forget how complicated it can be.

When you have completed this unit you will be able to:

1   Gather, convey and receive information and ideas

2   Complete workplace documentation and correspondence

3   Communicate in a way that responds positively to individual

        differences

UNDERSTANDING THIS TRAINING GUIDE
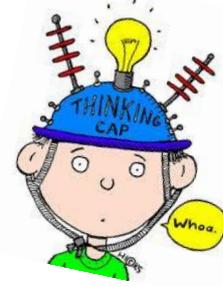
This training guide is designed especially for you. It provides basic information to assist you with communicating effectively. The guide is intended to support the practical classroom training you will receive. You can use this training guide for review but it may also be a useful reference document in the work place.

The Training Guide is broken into chapters based on the elements and performance criteria of the competency you will be assessed against at the end of the course. As you work through the chapters:

- **THINK** about what you have learnt so far

- **DISCUSS** the course content with someone

- **UTILISE** your own experience to compliment the skills learnt

DOING THE ASSESSMENT ACTIVITIES

Each of the assessment activities gives you the chance to:

- **CHECK** your progress

- **APPLY** everything you have learnt so far

- **GATHER** information that will be useful on the job

- **DEMONSTRATE** your competence

All assessment activities are located in the assessment book. Look for the star symbol at the end of each chapter. Your Trainer/Assessor will stop you at this point and you will be asked to complete the assessment activity relating to that chapter.

Table of Contents

1 Gather, convey and receive information and ideas

Knowing how to gather and relay information effectively is an important business skill. Gathering accurate and relevant information will help you as an individual to assist in completing a task successfully and on time.

In this chapter you will learn to:

1.1 Collect information to achieve work responsibilities from appropriate sources

1.2 Use methods and/or equipment to communicate appropriate ideas and information to the audience

1.3 Use effective listening and speaking skills in verbal communication

1.4 Seek input from internal and external sources to develop and refine new ideas and approaches

1.5 Respond to instructions or inquiries promptly and in accordance with organisational requirements

1.1 Collect information to achieve work responsibilities from appropriate sources

There is no shortage of information - television, radio, newspapers, journals, books, posters, the Internet and even what we hear in meetings and in general conversation. Sometimes we don't particularly want it all but it keeps on flowing! Surrounded by so much information, what is the problem? One problem is finding the right kind and the right quality of information from the vast amount available. Gauging the appropriate level and quality of your information can be a time consuming challenge.

Many people complain of having too much information, too many things to read, too much to absorb. It's hard to stem the tide of information, because new events, ideas and discoveries are always turning up. In these circumstances we have a risk of being overloaded with information and some techniques for sifting are needed.

When gathering information it's important to consider;

- Why you are collecting the information

- Who needs the information

- How much information is needed

- When the information is needed and

- Where you can get the information

We use information for many reasons:

- to widen knowledge

- to develop skills

- to reduce uncertainty

- to deepen understanding

- to solve problems

- to gain inspiration

- to save time and/or effort

For domestic cleaners, information is a very important ingredient for:

- Successful completion of cleaning tasks

- Making payments on time

- Selecting the appropriate products and equipment

- Identifying hazards in the workplace

- Consulting and negotiating with the client

- Self-development

Information is available from a variety of sources through a variety of means. Sources may be internal or external. Internal sources of information may include;

- Your Team Manager

- Fee department

- Guidelines for registration

- Handy hints brochure

- Terms and conditions of registration
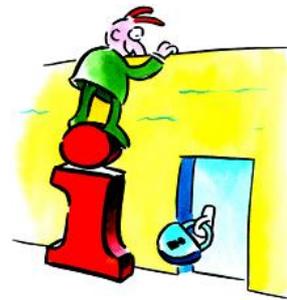
Team Manager

Your Team Manager will be able to provide you with the relevant information to assist you in managing your work roster, cancellations, payment issues with the client, fill in cleans and any other questions you may have in relation to your association with us.

When it comes to a new client your Team Manager will be able to provide you with relevant information like:

- day and time of the service

- address and contact details

- how many hours the client has booked

- the type of service they require

- size of client's home

- if they have pets

Keep your Team Manager's phone number handy, as they are the first person you call when you need information or need some assistance in solving a problem.

Fee department

The fee department will be able to assist you with any enquiries or issues you may have in relation to fees and payments to the Agency. Your enquiries can be made directly to them without consultation with your Team Manager.

Guidelines for registration

The Guidelines for Registration booklet provides you with information about our Privacy Statement, Workplace Health and Safety, working hours, care and responsibility, accessing the client's home, client's keys, client cancellations and missed services. It also has a copy of your terms and conditions of registration.

Handy Hints brochure

The Handy Hints brochure will provide you with details about 'our commitment to you', common client complaints and what to do and what not to do when dealing with the client.

Terms and conditions of registration

In the terms and conditions of registration you will find information outlining your responsibility as a domestic cleaner. It will give you an overview of what the agency expects of you while you are a member of our team.

External sources of information may include;

- Clients

- Industry experts

- Internet

Clients

Clients are a very useful source of information as they can provide you with feedback. Feedback is a constructive tool to assist you in identifying areas that may need improvement. Feedback can also be of a positive as it can provide you with details of a job well done. It is essential to the success of our company and you as the cleaner to gather feedback from the client to ensure we are meeting the client's needs.

Industry experts

Some relevant information for carrying out your duties may not always be available internally. Industry experts can provide a wealth of information on cleaning products, equipment and cleaning methods and are usually individuals or companies that have a particular area of expertise. Their knowledge may assist you in further developing your domestic skills, particularly in areas you may not be familiar with.

The Internet

Is a network of networks that consists of millions of private, public, academic, business, and government networks. The Internet carries a vast array of information resources and services, most notably the inter-linked hypertext documents of the World Wide Web (WWW). Because of this it is important when searching the Internet for information you have a clear idea of what it is you are searching for to avoid wasting time. Some search engines that may assist in this process are www.google.com.au or www.ask.com. Keep in mind that not all information sourced from the Internet is current, reliable or objective as some information may be paid advertisements.