

Course Outline

WSQ Framework : Employability Skills – Workplace Skills

LEAD WORKPLACE COMMUNICATION AND ENGAGEMENT

(Competency Level: 4)

Competency Descriptor:

On completion of this unit, the learner will be able to lead workplace communication by evaluating and identifying gaps and barriers in workplace communication, developing and communicating plans to implement communication strategies and mechanisms. It also enables the learner to assess a negotiation situation, develop strategies for and conduct negotiation to achieve organisational goals and win-win outcomes

TARGET GROUP:

While this module is designed for people occupying managerial roles, or roles with substantial organizational responsibilities, it is also relevant for small business operations and self-employed people.

SUPPLIED MATERIALS:

Participant Reference Guide and Practical Exercises

ENTRY REQUIREMENTS:

Learners are assumed to:

1. Be able to speak, listen, read and write English at a proficiency level not lower than the Employability Skills Workforce Skills Qualification (ES WSQ) Workplace Literacy (WPL) 4

LEAD WORKPLACE COMMUNICATION AND **ENGAGEMENT** *(Competency Level – Managerial)*

COURSE CONTENTS

1. Conduct research on best practices in workplace communication, evaluate their suitability for adoption and establish benchmarks for the organisation
2. Evaluate gaps and barriers in workplace communication based on determined benchmarks and establish communication strategies and mechanisms that meet organisational goals and objectives
3. Develop communications plan to implement communication strategies and mechanisms
4. Use communication strategies to influence organisational culture and motivate employees to commit to the organisation's vision, mission and core values
5. Evaluate employees' level of acceptance of organisation's vision, mission and core values and take corrective actions where needed
6. Evaluate effectiveness of communication strategies and mechanisms and implementation plan
7. Establish the actual causes of conflict or dispute and plan for negotiation
8. Assess negotiation situation and develop negotiation strategies taking into consideration diversity issues
9. Conduct negotiation to achieve organisational goals and win-win outcomes by applying negotiation strategies and effective communication skills
10. Evaluate negotiation process and delegate appropriate follow-up actions in a timely manner

