

Errata

ISBN: 978 1 76031 472 9

Title: CHCCOM003 Develop workplace communication strategies

Affected edition: Version 1.1 November 2015

Page number: 22, 103, 108

Attachments
NEW p. 22, 103, 108: CHCCOM003 Develop workplace communication strategies

Please use the attached page to replace erroneous page in the above resource.

Aspire Learning Resources

Listening barriers

People may not listen carefully because they are:

- ▶ only hearing what they want to hear
- ▶ not paying attention
- ▶ too busy thinking of a reply
- ▶ distracted by emotions
- ▶ trying to speak over who is talking.

Strategies to address them:

- ▶ Be aware of listening blocks so you can identify when they are occurring.
- ▶ Concentrate on obtaining everyone's attention.
- ▶ Speak concisely so people do not lose their concentration and the flow of the discussion.

Financial implications of communication plan

Community services organisations often work within tight budgets and need to balance the benefits (or return on investment) of developing a communications plan against the cost of developing it (the budget). If an organisation overspends on resources such as human resources (salaries), technology (hardware, software and running costs), cost of printing and cost of web design and maintenance) to develop a communications plan, they are unlikely to achieve a return on their investment.

Consider what return the organisation may expect for the financial resources that are invested in the plan. This could be in terms of numbers of people accessing services, an increase in service provision to a specific target group, or attracting additional funding.



Crisis communication plans

A crisis communication plan is a plan to protect the organisation's reputation and to prevent any negative threats. If a situation or event threatens the expectations of stakeholders and can impact the organisation's performance or may lead to negative outcomes then a crisis communication plan should be implemented. A crisis is a serious situation and the plan should be developed to manage these rare situations.

Communication strategies that are appropriate for a crisis communication plan include the following.

Question 22	Identify two key principles and two key practices of mentoring.
Answer	
Marking	<input type="radio"/> Satisfactory <input type="radio"/> Unsatisfactory

Question 23	Identify two key principles and two key practices of coaching.
Answer	
Marking	<input type="radio"/> Satisfactory <input type="radio"/> Unsatisfactory

Question 24	Explain the importance of maintaining effective work-related networks and relationships.
Answer	
Marking	<input type="radio"/> Satisfactory <input type="radio"/> Unsatisfactory

Question 37	Briefly explain why it is important to develop a range of communication strategies to meet an organisation's needs and goals.
Answer	
Marking	<input type="radio"/> Satisfactory <input type="radio"/> Unsatisfactory