

Errata

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Title: CHCCOM003 Develop workplace communication strategies
Trainer's and assessor's guide

Affected edition: Version 1.1 November 2015

Page number: 72, 73, 76, 78 (page numbers in updated version 1.2 differ from original edition– please refer to solution numbers 22, 23, 32 and 37 for updated solutions)

Attachments
NEW p. 72, 73, 76, 78: CHCCOM003 Develop workplace communication strategies Trainer's and assessor's guide

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

Aspire Learning Resources

Solution 22

Responses must include two principles and two practices.

Mentoring principles include the following:

- Regular, consistent contact between the mentor and mentee
- Mentor has appropriate skills and experience
- Both parties are willing to learn and grow
- Clear purpose and objectives to the mentoring relationship
- Confidentiality is maintained
- Boundaries of the mentoring relationship are clarified
- Foster a safe mentoring environment

Mentoring practices include the following:

- Never pair mentees with their direct managers
- Train a program manager to design, implement and monitor the program
- Define and document a strategic purpose
- Provide easy access to mentoring resources
- Use dynamic approaches, technology and be open to experimentation
- Monitor and evaluate results and make adjustments as necessary
- Celebrate mentoring successes

Assessor comments:

Solution 23

Responses must include two principles and two practices.

Coaching principles include the following:

- Build the person's confidence and self-esteem – create a safe space
- Validate understanding – develop a shared view between coach and team member through listening and engaging
- Set meaningful goals
- Generate options – encourage the person to generate options for the situation
- Motivate the person to take action and practise skills
- Review and acknowledge improvements

Coaching practices include the following:

- Provide a perspective or context for the coaching
- Acknowledge, respect and validate the person's worth, feelings, and contributions
- Remove any internal/external distractions and be present, in the moment
- Be clear and succinct with your questions and comments
- Establish where you both are in the conversation
- Restate what you have heard and summarise the important information
- Focus, motivate and reinforce employee performance
- Assess employee performance and give performance feedback

Assessor comments:

Solution 24

Effective networks help your organisation meet its objectives regarding communication and service provision. They are a forum to share information and to promote the organisation. Networks are a learning tool and can provide opportunities for collaboration and partnerships. Maintaining these networks will help businesses become successful and continue to grow.

Assessor comments:

Solution 25

Responses must include two of the following:

- Provide information to internal and external stakeholders.
- Provide opportunities to promote the organisation and its programs.
- Provide opportunities to learn.
- Provide collaboration and partnership opportunities.

Assessor comments:

Solution 32

Here is an example response:

- 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.

Assessor comments:

Solution 33

A crisis communication plan might be implemented when a situation or event:

- threatens the expectations of stakeholders
- can impact the organisation's performance
- may lead to negative outcomes.

Assessor comments:

Solution 34

Communication protocols are practical guidelines and, once developed and documented, need to be implemented by your team or the whole organisation in order to be useful. You need to share the communication protocols with staff in the most effective manner and prepare clear and concise information and resources to support staff in the implementation process.

You need to think about the specific communication needs of your staff, and how much time will be required for each method in comparison to the time you have to implement the protocol.

Consider who needs to know about the protocol and how the protocol will be clear and useable for staff. What format will be most effective in sharing this information; should you discuss it at a staff meeting, or place posters in prominent places?

Solution 37

Responses may include the following points:

- You need a range of clear communication strategies that channel information promptly and appropriately to the right people with contingency plans for communication breakdowns.
- A range of communication strategies may be needed at various times to meet the needs of specific groups of people or individuals.
- Different strategies are required to work effectively with different individuals and in different situations, including when a crisis occurs.
- You need to decide on the best strategy to communicate effectively with staff, with external stakeholders and with people receiving services.
- All strategies should be a good fit with the vision and values of the organisation, and strive for consistency and accuracy in sharing information

Assessor comments: