



# Communicate and Connect at Work

## NDA TRAINING TASMANIA

RTO Provider : 60034

**Course Cost** - \$395

**Duration** – 1 Day

### Locations

- Hobart
- Launceston
- Ulverstone

### Course Dates

Course dates can be found on the training calendar on the NDA website. If you can't find a suitable date, email: [bookings@nda.com.au](mailto:bookings@nda.com.au)

### Private Training

This training can be delivered as a private course for your organisation and can be customised for your needs. The training can be delivered either on-site or at NDA premises.

Please contact us for further information and to be provided with a quote.

### More Information

Phone: 03 6334 4910

Email: [bookings@nda.com.au](mailto:bookings@nda.com.au)

Web: [www.nda.com.au](http://www.nda.com.au)

BOOK

ENQUIRE

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### Unit Code/s\*:

BSBTWK301 – Use inclusive work practices

BSBXCM301 – Engage in workplace communication

### Course Objectives

The course applies to individuals who work in a variety of contexts where they will be expected to interact with diverse groups of individuals. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others. There is a specific focus on the communication skills required for workers with limited responsibility for others.

### Learning Outcomes

#### Establish practices that support individual differences

- Identify individual differences
- Identify policies and procedures relating to inclusive work practices
- Assist in developing plan

#### Work effectively with individual differences

- Document knowledge, skills and experience
- Support colleagues and share skills
- Identify and implement inclusive work practices
- Modify verbal and non-verbal communication

#### Assess use of inclusive practices

- Seek feedback on inclusive practices
- Evaluate feedback
- Incorporate feedback and make improvements to work practices

#### Plan workplace communication

- Establish audience and purpose
- Identify information needs
- Establish methods of communication
- Select appropriate communication
- Plan content

#### Undertake routine communication

- Communicate message or information
- Adjust communication methods
- Receive workplace information and instructions
- Respond to communications
- Identify and report any communication challenges

#### Participate in workplace communication

- Clearly contribute ideas and information
- Support others to communicate
- Use active listening and questioning techniques
- Seek feedback from others

### Optional Assessment - \$195 per unit

This course is part of a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency aligned to the training course.

Exercises and activities completed during the course will be used as evidence towards unit competency.

Participants who choose not to be assessed will receive a Certificate of Attendance.