

Communicate in the Workplace



ICAW2002B

Ref No: DDICAW02A

Elements of Competency

Establish contact with clients

- Receive requests and enquiries from clients in a polite and appropriate manner
- Use verbal and non-verbal communication to respond to the client requests and enquiries effectively
- Use appropriate questioning and active listening techniques to understand client needs and determine support requirements

Accommodate cultural differences in the workplace

Process information

- Answer enquiries promptly and appropriately
- Record information or messages and refer client requests to the appropriate person in accordance with organisational procedures
- Inform client of the progress of their request or enquiry and advise them of the organisational process for answering their request or enquiry
- Investigate the organisational follow-up procedure or policy and record follow-up action taken in regard to the client request or enquiry

Number of Pages

35

Audience

This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the core unit of ICAW2002B Communicate in the Workplace. This manual is a learning resource and is not an assessment tool.

Prerequisites

Nil

Course Length

In a training environment this manual is suitable for approximately 4 hours.

Course Structure

The course contains instructor lead examples.

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Elements of Competency

Interpersonal Skills

Communication Skills

Social Interaction

Commonly used Interpersonal Skills

Summary

Effective Communication

Communicating a Message

Verbal Communication

Voice and Speech

Non-Verbal Communication

Body Language

Summary

Body Language Activity

Self-Assessment

Active Listening

Active Listening

Attending Skills

Following Skills

Inefficient Listening

Activity

Barriers to Communication

Activity

Overcoming Communication Barriers

Summary

Answering Inquiries

Referring a Request

Passing on Messages and

Information

Activity

Keeping your Clients Informed

Activity