## 12433 Practical Activities

Individually complete the following activities to show your ability to integrate and apply your knowledge and skills in the workplace.

|  |  |  |
| --- | --- | --- |
|  | Practical Activity 1: Discuss and explain a range of written and oral communication techniques used in the workplace and applicable communication theoryIndividually complete the following: | 12433.1EEK1,5,6,7 |
| You need to show that you can discuss and explain a range of written and oral communication techniques used in the workplace and applicable communication theory 1. Select a specific communication, by completing the following and providing workplace evidence to show that you done the following:
	1. Do research and provide a summary of a specific communication theory that you could apply to your team / department [Note: Provide all the documents that you used in your research, with specific clear references]
	2. Provide details of how this communication theory will be applied to your team / department
2. Describe the purpose of using a variety of oral and written communication techniques in the workplace
3. Describe how you would use regulations, legislation, agreements, policies and procedures and standards governing communication
4. Describe how you would use the rules, principles and laws applicable to communication theory
5. Describe the relationship between the effective use of a variety of oral and written communication techniques and effective job functioning as a supervisor/senior technical person

Remember to provide workplace evidence / documentation to substantiate your answers |

*Place your evidence after this page; clearly marked for easy reference.*

|  |  |  |
| --- | --- | --- |
|  | Practical Activity 2: Lead discussions and chair meetingsIndividually complete the following: | 12433.2EEK4 |
| You need to show that you can lead discussions and chair meetings in the workplace1. Select a specific discussion that you need to lead for your team / department – provide as much detail about the discussion as possible in a summary
2. Lead the discussion, by completing the following and providing workplace evidence to show that you done the following:
	1. Provide all the documents that you have prepared for the discussion
	2. Create a feedback document that the attendees of the discussion would use to provide you with feedback, after the discussion
	3. Provide evidence of how you:
		1. Established the Tone
		2. Facilitated the Discussion
		3. Closed the discussion

This can be a recording (tape, video or DVD) or a transcript of the discussion* 1. Request the attendees of the discussion to complete the feedback forms (that you created) – attach these as evidence
	2. Summarise your strengths and areas that need more work / development from the feedback received from the attendees.
1. Select a specific meeting that you need to chair for your team / department – provide as much detail about the meeting as possible in a summary
2. Chair a meeting, by completing the following and providing workplace evidence to show that you done the following:
	1. Provide all the documents that you have prepared for the meeting, e.g.
		1. Notice of the meeting
		2. Booking the venue, equipment, refreshments, etc. for the meeting
		3. Minutes of the previous meeting
		4. Meeting agenda
		5. Others…
	2. Create a feedback document that the attendees of the meeting would use to provide you with feedback, after the meeting
	3. Provide evidence of how you chaired the meeting:

This can be a recording (tape, video or DVD) or a transcript of the meeting* 1. Request the attendees of the meeting to complete the feedback forms (that you created) – attach these as evidence
	2. Summarise your strengths and areas that need more work / development from the feedback received from the attendees.
	3. Create and provide a copy of the minutes of the meeting that you chaired (above)

Remember to provide workplace evidence / documentation to substantiate your answers |

*Place your evidence after this page; clearly marked for easy reference.*

|  |  |  |
| --- | --- | --- |
|  | Practical Activity 3: Generate a variety of workplace reports using various data gathering techniquesIndividually complete the following: | 12433.3EEK2,3,4 |
| You need to show that you can generate a variety of workplace reports using various data gathering techniques in the workplace1. Identify and list at least 3 workplace reports that you would create in your workplace
2. Provide an example of each of these reports that you have created
	1. Request your supervisor / manager to sign off each of these reports to confirm that you personally have created them / to confirm the specific parts of the report that you personally have created
3. For each of the reports listed and provided (examples):
	1. Provide the data that you used to create the report – attach this as evidence
	2. Describe how you gathered the data for each of your reports
	3. Describe how this data / information is relevant to the report
	4. Identify the target audience
	5. Describe how you structured each of the reports to both meet the needs of the target audience and to ensure best receptivity by the target audience
	6. Describe the implications of developing reports that do not meet the needs of the target audience, for each of your reports
	7. Request your supervisor / manager to provide you with written feedback that each of your reports:
		1. address relevant issues in a logical and clear manner
		2. information in reports is presented clearly and articulately
		3. technical information in reports is meaningfully communicated

Remember to provide workplace evidence / documentation to substantiate your answers |

*Place your evidence after this page; clearly marked for easy reference.*

|  |  |  |
| --- | --- | --- |
|  | Practical Activity 4: Deliver presentationsIndividually complete the following: | 12433.4EEK2,3,4 |
| You need to show that you can deliver presentations in the workplace1. Identify and list at least 3 workplace presentations that you would create in your workplace
2. Provide an example of each of these presentations that you have created
3. Request your supervisor / manager to sign off each of these presentations to confirm that you personally have created them / to confirm the specific parts of the presentations that you personally have created
4. For each of the presentations listed and provided (examples):
5. Provide the data that you used to create the presentations – attach this as evidence
6. Describe how you gathered the data for each of your presentations
7. Describe how this data / information is relevant to the presentations
8. Identify the target audience
9. Describe how you structured each of the presentations to both meet the needs of the target audience and to ensure best receptivity by the target audience
10. Describe the implications of developing presentations that do not meet the needs of the target audience, for each of your reports
11. Request your supervisor / manager to provide you with written feedback that each of your presentations:
	* 1. address relevant issues in a logical and clear manner
		2. information in presentations is presented clearly and articulately
		3. technical information in presentations is meaningfully communicated
12. Select a specific presentation that you need to do for your team / department – provide as much detail about the presentation as possible in a summary
13. Do / deliver the presentation, by completing the following and providing workplace evidence to show that you done the following:
14. Provide all the documents that you have prepared for the presentation
15. Create a feedback document that the attendees of the presentation would use to provide you with feedback, after the presentation
16. Provide evidence of how you did the following for your presentation:
	* 1. Planned
		2. Prepared
		3. Delivered (This can be a recording (video or DVD) or a transcript of the discussion)
		4. Reviewed
17. Request the attendees of the presentation to complete the feedback forms (that you created) – attach these as evidence
18. Summarise your strengths and areas that need more work / development from the feedback received from the attendees.

Remember to provide workplace evidence / documentation to substantiate your answers |

*Place your evidence after this page; clearly marked for easy reference.*

## Summative Project

|  |  |
| --- | --- |
|  | Summative Integrated Assessment Project: 12433In the workplace, you need to show your ability to integrate what you have learnt. This can be measured with the Specific Outcomes and the Critical Cross Field Outcomes of the Unit Standard.Individually complete the following activity (project) to show your ability to integrate what you have learnt in the workplace. |

1. Request your supervisor to complete the following form to show that you are able to integrate your learning into everyday workplace application:

|  |  |
| --- | --- |
| **Learner Name:** | **Date:** |
| **Use communication techniques effectively****Did the Learner:** | **Comment** | **Yes** | **No** |
| 1. Discuss and explain a range of written and oral communication techniques used in the workplace and applicable communication theory?
 |  |  |  |
| 1. Lead discussions and chair meetings?
 |  |  |  |
| 1. Generate a variety of workplace reports using various data gathering techniques?
 |  |  |  |
| 1. Deliver presentations?
 |  |  |  |
| 1. Identify and solve problems Related to workplace communication issues?
 |  |  |  |
| 1. Work effectively with others In a meeting situation?
 |  |  |  |
| 1. Organise and manage myself and my activities to effectively communicate in the workplace?
 |  |  |  |
| 1. Communicate effectively When leading discussions and chairing meetings and when delivering presentations?
 |  |  |  |
| 1. Use science and technology effectively and critically apply relevant communication theory?
 |  |  |  |
| 1. Demonstrate an understanding of the world as a set of related systems. Explain the relationship between the effective use of a variety of oral and written communication techniques and effective job functioning as a supervisor/senior technical person?
 |  |  |  |
| **Supervisor Name:** |  |
| **Supervisor Signature:** |  |
| **Supervisor Designation:** |  |
| **Supervisor Contact Details:** |  |
| **Learner Signature:** |  |