# Assessment Event 1

CHCCOM002: Use communication to build relationships

Short answer questions - Communication techniques

Respond to the questions below.

Complete and save this document and submit according to your assessment event submission instructions.

**Questions**

**1.1**

Describe the communication policies and protocols you are required to follow for:

a)     Communicating with clients via letter and email

b)     Minutes of meetings

c)     Case notes

d)     Reports

|  |
| --- |
| Your answer |
|  |

**1.2**

Explain why an organisation may use Organisational Templates.

|  |
| --- |
| Your answer |
|  |

**1.3**

For each of the following, identify how you would adjust your language or style in communications when:

a)     Communicating with clients and colleagues from diverse cultural backgrounds

b)     Working with a group

|  |
| --- |
| Your answer |
|  |

**1.4**

a)     Explain the circumstances in which you would engage the services of an interpreter.

b)     Describe how you would do this.

c)     Give a brief summary of the interpreter and translation services available to your client group.

|  |
| --- |
| Your answer |
|  |

**1.5**

a)     Describe how mistrust and misunderstandings with clients could occur.

b)     Describe the correct reporting procedure you would be required to follow if this did occur.

c)     What steps can you take to prevent mistrust and misunderstandings from happening?

|  |
| --- |
| Your answer |
|  |

**1.6**

For each of the following digital media examples, briefly explain how each could be used in the community services and health sector to enhance communications with clients and other network members:

a)    Web

b)    Email

c)    Social media

d)    Podcast and videos

e)    Tablets and applications

f)     Newsletters and broadcasts

g)    Intranet

|  |
| --- |
| Your answer |
|  |

**1.7**

List the communications strategies you would use to facilitate each of the following:

a)     Build and maintain relationships and trust

b)     Workplace meetings

c)     Negotiating for optimal outcomes

d)     Delivering business presentations

e)     Addressing barriers

f)     Solving problems and resolving conflict

|  |
| --- |
| Your answer |
|  |

**1.8**

Professional boundaries need to be maintained at all times to ensure that professional standards in relation to the delivery of community services are maintained. List at least five (5) signs that a community worker has over stepped these professional boundaries.

|  |
| --- |
| Your answer |
|  |

**1.9**

List the different communication styles and techniques. Describe how they impact on interpersonal communication.

|  |
| --- |
| Your answer |
|  |

**1.10**

Explain effective communication techniques you could use and when you would use them to support person centred and rights based approaches.

|  |
| --- |
| Your answer |
|  |

**1.11**

Explain what non-verbal communication cues you should look for when working with clients.

|  |
| --- |
| Your answer |
|  |

**1.12**

Explain the benefit of motivational interviewing versus coercive approach with clients.

|  |
| --- |
| Your answer |
|  |

**1.13**

Explain the effectiveness of collaboration versus confrontation when working with clients.

|  |
| --- |
| Your answer |
|  |