

# LEARNER GUIDE



Training support material for:

## RIICOM201E

### Communicate in the workplace

Produced by:



PICTURE BASED. PLAIN ENGLISH. LEARNING MADE EASY.






# INTRODUCTION



## Communicate in the workplace

The purpose of communication is to exchange information with another person or a group of people.

There are a number of ways to communicate. For example:

<p>Speaking</p> 	<p>Writing</p> 	<p>By using communication equipment and systems</p> 
<ul style="list-style-type: none"><li>• <b>Communication is vital in the workplace.</b></li><li>• <b>Effective communication is important to ensure a safe, efficient and happy working environment.</b></li><li>• <b>Clear and correct information is necessary to pass on messages.</b></li></ul>		

### In this learners guide you will learn about:

- Planning and preparing for workplace communication using equipment and systems
- Communicating using communication equipment and systems
- Carrying out face-to-face routine communication
- Completing written documentation.

# PLAN AND PREPARE FOR WORKPLACE COMMUNICATION USING EQUIPMENT AND SYSTEMS

Element 1



*Communication equipment (continued)*

## Computer system

Monitor, keyboard, hard drive, mouse, speakers.



## Tablets



## Public address (PA) systems and megaphones



## Sirens and bells



## Whistles



## Lights



## Signs



## Tags



## Medical devices

Some communication equipment can cause interference with medical devices such as:

- Pacemakers
- Hearing aids.

If you use these or any other personal medical devices **always seek medical advice.**

**Always** check the information provided by the manufacturer **before** operating the communications equipment



## Weather conditions

Weather conditions like thunderstorms can sometimes create a hazard when using certain types of communication equipment and systems.

Thunderstorms are often accompanied by lightning, which can produce electromagnetic interference (EMI) that can disrupt the signals transmitted and received by two-way radios.

Check the manufacturers information for **warnings.**



### QUESTION 5

What are three things you should do when establishing communication with an individual or group.

1. Be respectful and friendly.
2. Be culturally sensitive.
3. Use language the audience understands.



### QUESTION 6

List five tips that will help you to maintain communication with your audience (individual or group).

1. Keep it simple.
2. Keep communication moving.
3. Get to the point.
4. Interact with your audience.
5. Follow up.



# COMMUNICATE USING COMMUNICATION EQUIPMENT AND SYSTEMS

Element 2



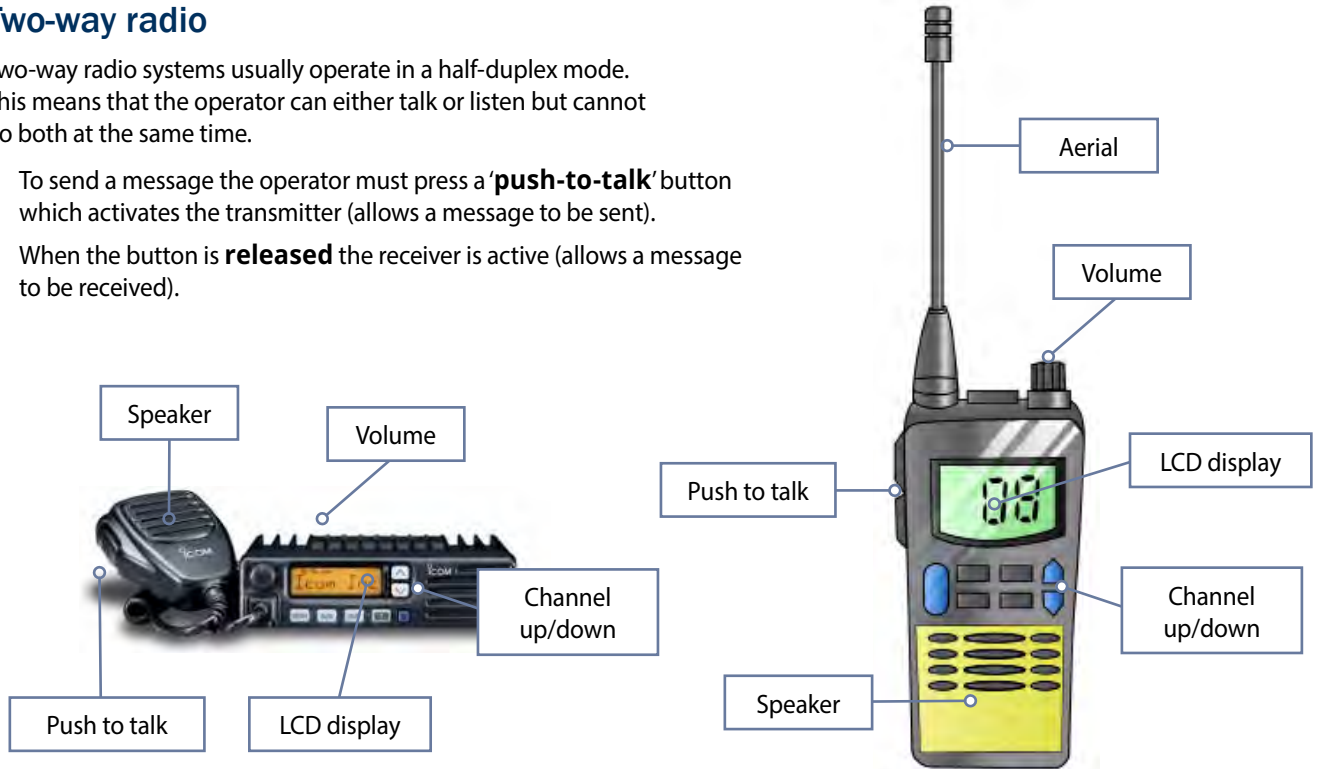


## Use communication equipment and systems

### Two-way radio

Two-way radio systems usually operate in a half-duplex mode. This means that the operator can either talk or listen but cannot do both at the same time.

- To send a message the operator must press a **'push-to-talk'** button which activates the transmitter (allows a message to be sent).
- When the button is **released** the receiver is active (allows a message to be received).



Always refer to the operators manual for information on the radios controls

# CARRY OUT FACE-TO-FACE ROUTINE COMMUNICATION

Element 3



**QUESTION 47**

You are on site and a work mate is signalling in an up and down motion (nodding) using a cap lamp.

What is this signal telling you?

This signal tells you to **move away** from the light.

**QUESTION 48**

The operator of an excavator is sounding the horn.

What could the operator be trying to communicate?

The operator could be trying to:

- Provide a warning that the excavator is about to move.
- Get the attention of people or other vehicles that are in the way (in danger).
- Warn other vehicles/plant and pedestrian traffic that they are travelling through a doorway or around a blind corner.



# COMPLETE WRITTEN DOCUMENTATION



## Use approved documents

It is important that approved documents are used in the workplace.

You may need to use a particular document because:

- Policies and procedures say you must use the document
- It is a legal requirement to use the document.

Approved documents have been through a process to make sure they do the job they are supposed to do and meet any legal, compliance and workplace requirements.

Important documents are reviewed on a regular basis after they have been approved to make sure they still do the job they were designed to do.

For example

If you do overtime, complete the extra hours you worked on the approved overtime claim form.

**Do not** just write something on a scrap of paper and expect to be paid.

Period ending	20/10/2017	Tax code		MF
<b>Payment</b>	<b>Type</b>	<b>Rate</b>	<b>Hours</b>	<b>Amount</b>
Ordinary Pay	Salary	\$1,066.72	38.50	\$1,066.72
Year Ordinary Payment			38.50	\$1,066.72
<b>Summary</b>				
Normal Pay & Leave	\$1,066.72	Deductions	\$ 0.00	
Taxable Allowance	\$ 0.00	PFSL	\$ 90.88	
Non Taxable Allowances	\$ 0.00	Child Support	\$ 0.00	
One off payment	\$ 0.00	Tax credit	\$ 0.00	
Termination pay	\$ 0.00	Tax credit	\$ 0.00	
Gross	\$1,066.72	Net pay	\$ 876.87	
Year to Date	\$25,650.00	Benefits	\$ 0.00	
<b>Leave Balance</b>				
Holiday Balance	173.00 Hours			
<b>Direct Credit details</b>				
Primary bank account	11-1234-56789010-000			

WorkSafe

PROVISIONAL IMPROVEMENT NOTICE (PIN)

Provisional Improvement Notice (PIN) issued by WorkSafe Australia under the Occupational Health and Safety Act 2002

**1. Health and Safety Representative (HSR)**

HSR Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Name of Employer/Trade Union/Personnel: \_\_\_\_\_

**2. Person this PIN is issued to (i.e. the employer)**

Person's Name: \_\_\_\_\_

Company Name/Trade Union Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ State/Territory: \_\_\_\_\_

**3. I have consulted with the "Person" identified in Part 2 about resolving the contravention, or likely contravention, prior to issuing this PIN (Section 60 (2) of the Occupational Health and Safety Act 2002)**

Yes  No  (please tick one)

**4. Method of Issue (Section 60(2))**

Delivered in person  By electronic mail  Left at the person's residence  Posted  Left at the person's home  Left at the person's place of work  (please tick one)

**5. This PIN forms a ground for the PIN to apply to someone or be held at the "Person" in section Part 2.**

Full Name: \_\_\_\_\_

Position: \_\_\_\_\_

**6. Details of Contravention**

Area (optional): \_\_\_\_\_

Details of contravention: \_\_\_\_\_

Details of contravention (if applicable): \_\_\_\_\_

Details of contravention (if applicable): \_\_\_\_\_

**OPTIONAL:** In accordance with Section 61 of the Occupational Health and Safety Act 2002, the measures I believe should be taken to remedy or prevent the contravention are likely and/or feasible are:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**7. Declaration**

I, the undersigned, being a person authorised to do so, hereby certify that the information provided in this PIN is true and correct to the best of my knowledge and belief.

Signature of HSR: \_\_\_\_\_

Signature of Employer: \_\_\_\_\_

**QUESTION 55**

What are approved documents?

Approved documents are documents that have been through a process to make sure they:

- Do the job they are supposed to do
- Meet any legal, compliance and workplace requirements.

# Approved

**QUESTION 56**

Where can you usually find workplace documents?

- Intranet sites
- Managers or supervisors
- Site offices
- Human resources
- Safety officers or administrative staff.

