Verbal questioning instrument

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| **Details of questioning** | |
| **RTO** | Thurgoona Training Academy |
| **Candidate name** |  |
| **Assessor name** | Glenn McCarthy |
| **Competency standard** | BSBFLM303 Contribute to effective workplace relationships |
| **Assessment date** |  |
| **Instructions for assessors** | * Please ask the candidate the questions below * Please note that there are extra answers in verbal questions for correct response, they don’t need to answer all of them. * See the instruction below each question to see what they require. * Document quality of answers provided by using the space and checklists provided below. * If the learners have alternate to what is listed then please fill in the feedback form. So those can be checked at a later date and after consultation could be added in to the verbal questioning. * If they learner gets a questions incorrect then given another chance to attempt the same question/s * If learner still gets the same question incorrect go back over the topic area and gets the last attempt at the same question/s |
| **Requirements for satisfactory completion** | Please refer to Key information below |

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| **Question 1: Name 3 formal ways to communicate with fellow co-workers and various stakeholders.**  ***Instructions:***  *(3 correct responses required)* | | | | |
| **Key information required for ‘satisfactory’ result** | | **Assessor notes** | **S** | **NYS** |
| 1. Meetings 2. Conference Calls 3. Emails. 4. Posters 5. Newsletters | ❒  ❒  ❒  ❒  ❒ |  | ❒  ❒  ❒  ❒  ❒ | ❒  ❒  ❒  ❒  ❒ |
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| **Question 2: Name 3 ways when dealing with workplace conflicts?**  ***Instructions:*** *(3 correct responses required)* | | | | |
| **Key information required for ‘satisfactory’ result** | | **Assessor notes** | **S** | **NYS** |
| 1. Open Minded, Fair and reasonable in dealing with the conflict. 2. Actively listening and to what being said and showing empathy to the situation. 3. Reassurance to you regarding the problem will be looked into straight   Away. | ❒  ❒  ❒ |  | ❒  ❒  ❒ | ❒  ❒  ❒ |
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| **Question 3: How to create positive support the workplace relationships with culturally and diverse backgrounds?**  ***Instructions:*** *(4 correct responses required)* | | | | |
| **Key information required for ‘satisfactory’ result** | | **Assessor notes** | **S** | **NYS** |
| 1. Positive communications messages can the culture of a business quickly and effectively. 2. Feedback allowing the workforce suggestions as long as they are heard, acknowledged and responded too. 3. Showing positive appreciation simply as you’re doing a great work within the team environment, employee of the month award 4. Treat people with respect and embrace the diversity that come from working with different cultures | ❒  ❒  ❒  ❒ |  | ❒  ❒  ❒  ❒ | ❒  ❒  ❒  ❒ |
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| **Question 4: Name 4 methods to resolve workplace conflict?**  ***Instructions:*** *(4 correct responses required*) | | | | |
| **Key information required for ‘satisfactory’ result** | | **Assessor notes** | **S** | **NYS** |
| 1. Talk to the people separately to find out both sides. 2. Focussing on the issues to each person involved in the conflict. 3. Negotiation to find a resolution to the conflict that satisfied the people involved 4. Making sure that both parties are happy with the resolutions to end the conflict | ❒  ❒  ❒  ❒ |  | ❒  ❒  ❒  ❒ | ❒  ❒  ❒  ❒ |
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| **Question 5: How to build a trusting working relationships within a networking stakeholders.**  ***Instructions:*** *(2 Correct responses required*) | | | | |
| **Key information required for ‘satisfactory’ result** | | **Assessor notes** | **S** | **NYS** |
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| 1. Adjust interpersonal styles, gain and maintain the trust and confidence of colleagues, customers and suppliers. 2. Using appropriate conventions and protocols when communicating with internal and external stakeholders 3. To build and maintain rapport, establish networks, seek or share information. | ❒  ❒  ❒ |  | ❒  ❒  ❒ | ❒  ❒  ❒ |
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| **Question 6: Explain how to improve workplace relationship?**  ***Instructions:*** *(4 correct responses required)* | | | | |
| **Key information required for ‘satisfactory’ result** | | **Assessor notes** | **S** | **NYS** |
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| 1. Being a good listener can help out in difficult situation. 2. Having regular meeting to keep everyone informed at the same time. 3. Recognise achievements and reward the team or the person. 4. Participate in team building exercise’s this can improve the workplace relationships 5. Separate work and private life as much as possible. 6. Be professional at all times, helping others out, being on time getting to projects completed | ❒  ❒  ❒  ❒  ❒  ❒ |  | ❒  ❒  ❒  ❒  ❒  ❒ | ❒  ❒  ❒  ❒  ❒  ❒ |
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| **Question 7: What are the legal requirements that we have to abide by in the workplace?**  ***Instructions:****(4 correct responses required)* | | | | |
| **Key information required for ‘satisfactory’ result** | | **Assessor notes** | **S** | **NYS** |
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| 1. WHS / OHS Act (Federal) 2. Regulations (State) 3. Codes of Practice 4. Australian Standards 5. Industry Standards/Guidelines 6. Organisation policies and procedures | ❒  ❒  ❒  ❒  ❒ |  | ❒  ❒  ❒  ❒  ❒ | ❒  ❒  ❒  ❒  ❒ |
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| **Question 8: How can culturally differences can hinder or support the workplace**  ***Instructions:*** *(4 correct responses required)* | | | | |
| **Key information required for ‘satisfactory’ result** | | **Assessor notes** | **S** | **NYS** |
| 1. Trust is the most important thing with co-workers; it can build strong bonds within the team. 2. Mutual respect value their inputs and ideas. 3. Welcome diversity and value everyone opinions take time to think over their points of view 4. People from different cultures may have different beliefs than you when it comes to interactions, 5. To be respectful at all times. 6. Have set boundaries in the workplace for social interactions and avoid gossiping. | ❒  ❒  ❒  ❒  ❒  ❒ |  | ❒  ❒  ❒  ❒  ❒ | ❒  ❒  ❒  ❒  ❒ |
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| **Result for this task** | | |
| **Overall result** | ❒ **Satisfactory** ❒ **Not Yet Satisfactory** | |
| **Feedback to candidate** |  | |
| **Assessor signature** |  | Date: |
| **Candidate signature** |  | Date: |