

# Specification of Competency Standards for Human Resource Management

## Unit of Competency

Title	Maintain effective employee communication within the organisation
Code	107062L4
Range	Communicating with all employees with appropriate communication channels. This applies to the use of effective communication channels and tools to support the strategic objectives of the organisation and achieve employee satisfaction.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge in the Subject Area <ul style="list-style-type: none"> <li>• Understand the importance of effective communication in building trust and collaboration in the organisation</li> <li>• Understand the pros and cons of different communication strategies and channels</li> </ul> </li> <li>2. Applications and Processes <ul style="list-style-type: none"> <li>• Adopt appropriate communication channels for different objectives of communication</li> <li>• Use appropriate communication channels and tools to enable two-way communication in the organisation</li> <li>• Communicate with different levels of employees via appropriate communication channels and report their concerns to senior management for review and actions</li> <li>• Organise regular meetings with employee representatives (e.g. union)</li> <li>• Provide well-structured orientation training to new employees and exit interviews for departing employees</li> </ul> </li> <li>3. Professional Behaviour and Attitude <ul style="list-style-type: none"> <li>• Use appropriate communication channels (e.g. employee opinion survey, focus group, review meeting) to collect views and feedback from employees</li> <li>• Use empathy and other communication skills to enable two-way communication in the organisation</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Use of communication channels and tools to enable two-way communication with different levels of employees (e.g. joint consultation panel, enquiry hotline, email, online chat room) for different objectives of communication (e.g. raise awareness or obtain commitment).</li> <li>• Execution of two-way communication for achieving effective communication within the organisation (e.g. regular meetings with union, exit interviews).</li> </ul>
Remark	