Specification of Competency Standards for Human Resource Management
Unit of Competency

Title	Search for smart and creative tools for employee communication
Code	107091L4
Range	Searching for user-friendly communication tools that help multi-level employee communication. This applies to the assessment of communication tools that help different employee groups achieve timely communication and business results.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the Subject Area • Understand different types of communication tools available in the market in order to introduce appropriate communication tools to the organisation • Understand the strengths and weaknesses of adopting different communication tools for different employee groups 2. Applications and Processes • Adopt different communication tools for different employee groups • Execute thorough assessment in terms of features, compatibility and technicality of the current IT infrastructure, cost implications, benefits, drawbacks and risks of each communication tools during the course of tool selection • Propose appropriate communication tools for different levels of communication to senior management or concerned departments • Complete action plans and promulgation strategies to promote new communication tools to different levels of employees 3. Professional Behaviour and Attitude • Benchmark best practices in using smart and creative communication tools
Assessment Criteria	The integrated outcome requirements of this UoC are: • Implementation of assessment of each communication tool in accordance with the predefined criteria and mechanisms. • Implementation of action plans and promulgation strategies to promote new communication tools to different levels of employees.
Remark	