



Communication for Contractors

Stakeholder Engagement

Mapping Document

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Further information

Enquiries about this publication should be directed to:

ForestWorks Ltd
PO Box 612
North Melbourne Victoria 3051
Telephone: 03 9321 3500
Email: forestworks@forestworks.com.au
Website: www.forestworks.com.au

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This document supports the unit of competency **FWPHARXXX** *Communicate effectively with public members or stakeholders concerned about industry practices*. It is part of a set of materials that has been developed to support forest workers who are required to communicate with external stakeholders in Tasmania's forest industry.

The complete set of materials includes the following:

- ❖ Communication for Contractors – Learner Guide
- ❖ Communication for Contractors – Learner Questionnaire
- ❖ Communication for Contractors – Facilitator Guide
- ❖ Communication for Contractors – Facilitator Presentation
- ❖ Communication for Contractors – Assessor Guide
- ❖ Communication for Contractors – Mapping Document

While the materials focus on harvesting and clearing, the same principles apply to roading and site preparation.

Introduction

This document maps the following learning and assessment materials to the unit **FWPHARXXX** *Communicate effectively with public members or stakeholders concerned about industry practices*:

- Communication for Contractors – Learner Guide
- Communication for Contractors – Learner Questionnaire
- Communication for Contractors – Facilitator Guide
- Communication for Contractors – Facilitator Presentation
- Communication for Contractors – Assessor Guide

It has been designed as a support tool for training organisations and compliance auditors. It ensures the materials developed by ForestWorks are consistent with the requirements of:

- the *FWP Forest and Wood Products Training Package*; and
- the *Standards for Registered Training Organisations (RTOs) 2015*.

| FWPHARXXX Communicate effectively with public members or stakeholders concerned about industry practices | Learning and assessment materials | | | | |
|--|-----------------------------------|--|--|------------------------------|---|
| | Learner Guide | Learner Questionnaire | Facilitator Guide | Facilitator Presentation | Assessor Guide |
| Elements/Performance Criteria | | | | | |
| 1. Identify communication and engagement strategies | Page 13 | | Topic 2: Identify | Slide 16 | |
| 1.1 Identify external stakeholders relevant to forest-related activities | Pages 6-7 Pages 14-15 | Questions 1.1 to 1.3 | Topic 1: Public relations Topic 2: Identify | Slides 7-9 Slides 17-18 | Task 1: • Questions 1-3 Task 2 |
| 1.2 Identify the concerns of external stakeholders to inform discussion on forest-related activities | Pages 14-15 | Question 2.4 | Topic 2: Identify | Slides 17-18 | Task 1: • Question 12 Task 2 |
| 1.3 Access information on the benefits of forest-related activities to inform interactions with external stakeholders | Pages 16-17 | Questions 2.1 to 2.3 | Topic 2: Identify | Slides 19-21 | Task 1: • Questions 9-11 |
| 1.4 Acknowledge regulatory requirements and industry initiatives that may impact interactions with external stakeholders | Pages 8-10 Pages 18-19 | Questions 1.4 to 1.6 Questions 2.5 to 2.6 | Topic 1: Public relations Topic 2: Identify | Slides 10-13 Slides 22-23 | Task 1: • Questions 4-6 • Questions 13-14 Task 2 |
| 1.5 Identify communication strategies for engaging with external stakeholders | Pages 11-12 Page 20 | Questions 1.7 to 1.8 Question 2.7 | Topic 1: Public relations Topic 2: Identify | Slides 14-15 Slide 24 | Task 1: • Questions 7-8 • Question 15 Task 2 |
| 1.6 Identify strategies to alleviate the concerns of external stakeholders | Pages 21-22 | Questions 2.8 to 2.10 | Topic 2: Identify | Slides 25-26 | Task 1: • Questions 16-18 Task 2 |
| 2. Utilise communication and engagement strategies | Page 23 | | Topic 3: Use | Slide 27 | |
| 2.1 Apply communication strategies to effectively engage with external stakeholders | Pages 24-29 | Questions 3.1 to 3.3 Questions 3.5 to 3.8 | Topic 3: Use | Slides 28-33 | Task 1: • Questions 19-21 • Question 23-26 Task 2 |
| 2.2 Use listening, reframing and questioning skills to facilitate a respectful dialogue with external stakeholders | Pages 24-29 | Questions 3.1 to 3.2 Questions 3.6 to 3.7 | Topic 3: Use | Slides 28-33 | Task 1: • Questions 19-20 • Questions 24-25 Task 2 |

| FWPHARXXX Communicate effectively with public members or stakeholders concerned about industry practices | Learning and assessment materials | | | | |
|--|-----------------------------------|--|--|------------------------------|---|
| | Learner Guide | Learner Questionnaire | Facilitator Guide | Facilitator Presentation | Assessor Guide |
| Elements/Performance Criteria (cont.) | | | | | |
| 2.3 Recognise the concerns of external stakeholders during interactions, and apply strategies to alleviate their concerns | Pages 24-29 | Question 3.4 Question 3.6 | Topic 3: Use | Slides 28-33 | Task 1: • Question 22 • Question 24 Task 2 |
| 2.4 Follow workplace procedures if strategies are unsuccessful in alleviating the concerns of external stakeholders | Page 30 | Questions 3.9 to 3.12 | Topic 3: Use | Slide 34 | Task 1: • Questions 27-30 Task 2 |
| 3. Review participation in community and stakeholder interactions | Page 31 | | Topic 4: Review | Slide 35 | |
| 3.1 Provide accurate and constructive observations of own interactions with external stakeholders | Page 32 | Question 41 | Topic 4: Review | Slide 36 | Task 1: • Question 31 Task 2 |
| 3.2 Evaluate effectiveness of own interactions with external stakeholders to identify areas for improvement | Page 33 | Question 4.2 | Topic 4: Review | Slide 37 | Task 1: • Question 32 Task 2 |
| 3.3 Discuss the impact of external stakeholder interactions with relevant personnel | Pages 34-35 | Questions 4.3 to 4.4 | Topic 4: Review | Slides 38-39 | Task 1: • Questions 33-34 Task 2 |
| Foundation Skills | | | | | |
| Reading skills to interpret information about community and stakeholder engagement (e.g. Tasmanian Forest Manager's Good Neighbour Protocol) | Pages 8-10 Pages 18-19 | Questions 1.4 to 1.6 | Topic 1: Public relations Topic 2: Identify | Slides 10-13 Slides 22-23 | Task 1: • Questions 4-6 |
| Oral communication skills to interact appropriately during stakeholder interactions | Pages 24-29 | Questions 3.1 to 3.3 Questions 3.5 to 3.8 | Topic 3: Use | Slides 28-33 | Task 1: • Questions 19-21 • Questions 23-26 Task 2 |
| Oral communication skills to alleviate the concerns of external stakeholders | Pages 24-29 | Question 3.4 Question 3.6 | Topic 3: Use | Slides 28-33 | Task 1: • Question 22 • Question 24 Task 2 |

| FWPHARXXX Communicate effectively with public members or stakeholders concerned about industry practices | Learning and assessment materials | | | | |
|---|--|---|--|--|--|
| | Learner Guide | Learner Questionnaire | Facilitator Guide | Facilitator Presentation | Assessor Guide |
| Foundation Skills (cont.) | | | | | |
| Self-management skills to be objective, calm, assertive and non-defensive in difficult verbal situations | Pages 28-29 | Questions 3.7 to 3.8 | Topic 3: Use | Slides 32-33 | Task 1: • Questions 25-26 Task 2 |
| Performance Evidence | | | | | |
| Apply communication and engagement strategies to engage with external stakeholders during forest-related activities | Pages 23-30 | Questions 3.1 to 3.12 | Topic 3: Use | Slides 27-34 | Task 1: • Questions 19-30 Task 2 |
| Knowledge Evidence | | | | | |
| External stakeholders with views on forestry and harvesting industries and activities, as in: • affected stakeholders • interested stakeholders | Pages 6-7 Pages 14-15 | Questions 1.1 to 1.3 Question 2.4 Question 3.4 | Topic 1: Public relations Topic 2: Identify Topic 3: Use | Slides 7-9 Slides 17-18 | Task 1: • Questions 1-3 • Question 12 • Question 22 Task 2 |
| The benefits to communities of forest-related activities | Pages 16-17 | Questions 2.1 to 2.3 | Topic 2: Identify | Slides 19-21 | Task 1: • Questions 9-12 Task 2 |
| Techniques and strategies for effective communication | Pages 4-5 Pages 11-12 Pages 20-22 Pages 24-29 | Questions 1.7 to 1.8 Questions 2.7 to 2.10 Question 3.7 | Topic 1: Public relations Topic 2: Identify Topic 3: Use | Slides 4-6 Slides 14-15 Slides 24-26 Slides 28-33 | Task 1: • Questions 7-8 • Questions 15-18 • Question 25 Task 2 |
| Techniques and strategies for effective community and stakeholder engagement in a variety of settings: • social and community settings • social media settings • workplace or on-site settings | Pages 4-5 Pages 11-12 Pages 20-22 Pages 24-29 | Questions 1.7 to 1.8 Questions 2.7 to 2.10 Question 3.7 | Topic 1: Public relations Topic 2: Identify Topic 3: Use | Slides 4-6 Slides 14-15 Slides 24-26 Slides 28-33 | Task 1: • Questions 7-8 • Questions 15-18 • Question 25 Task 2 |

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|--|--|---|--|--|--|
| | Learner Guide | Learner Questionnaire | Facilitator Guide | Facilitator Presentation | Assessor Guide |
| Knowledge Evidence (cont.) | | | | | |
| Workplace policies and procedures relevant to community and stakeholder engagement in the forest industry: <ul style="list-style-type: none"> • communication protocols • good neighbour protocols • consultation and notification procedures • emergency plans and procedures | Pages 8-10 Pages 18-19 Page 30 Page 33 | Questions 1.4 to 1.6 Questions 2.5 to 2.6 Question 3.3 Questions 3.9 to 3.12 | Topic 1: Public relations Topic 2: Identify Topic 3: Use | Slides 10-13 Slides 22-23 Slide 34 Slide 37 | Task 1: <ul style="list-style-type: none"> • Questions 4-6 • Questions 13-14 • Question 21 • Questions 27 to 30 Task 2 |
| Communication styles and techniques: <ul style="list-style-type: none"> • strategies for effective interpersonal communication • how communication styles impact on interpersonal communication • techniques and strategies for managing difficult verbal situations | Pages 4-5 Pages 11-12 Pages 20-22 Pages 24-29 | Questions 1.7 to 1.8 Questions 2.7 to 2.10 Question 3.7 | Topic 1: Public relations Topic 2: Identify Topic 3: Use | Slides 4-6 Slides 14-15 Slides 24-26 Slides 28-33 | Task 1: <ul style="list-style-type: none"> • Questions 7-8 • Questions 15-18 • Question 25 Task 2 |
| Support services to deal with the impact of community and stakeholder relationships in the forest industry | Pages 34-35 | Questions 4.3 to 4.4 | Topic 4: Review | Slides 38-39 | Task 1: <ul style="list-style-type: none"> • Questions 33-34 Task 2 |

Important contact

If you require further information about the delivery and assessment of the unit **FWPHARXXX** *Communicate effectively with public members or stakeholders concerned about industry practices* in Tasmania, please contact ForestWorks.

ForestWorks

03 9321 3500

forestworks@forestworks.com.au

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- ❖ Tasmanian Forest Products Association
- ❖ TasTAFE
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- ❖ Forest Practices Authority (cover page)
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Disclaimer

This work is the result of consultations with Australian forestry industry participants. It is a collaborative view and does not necessarily represent the view of the developers or any specific body. For the sake of brevity, it may omit factors which could be pertinent in particular cases.

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Positive community relationships

