

## 40107 Communicate to improve safety, compliance and performance in a commercial road transport operation

<b>Kaupae   Level</b>	4
<b>Whiwhinga   Credit</b>	10
<b>Whāinga   Purpose</b>	<p>This skill standard is intended for people who are already working in the commercial road transport industry in a supervisory or management role, or for people who want to progress into a supervisory or management role. They will be able to analyse workplace communications, resolve interpersonal conflict and operational issues, and reflect on own communication skills to improve safety, compliance and performance in a commercial road transport workplace.</p> <p>This skill standard aligns with New Zealand commercial road transport qualifications and micro-credentials at Level 4 and above.</p>

### Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Analyse workplace communications to improve safety, compliance and performance in a commercial road transport operation.	a. Analyse communication practices including communication tools and team dynamics within a commercial road transport operation.
	b. Identify issues and potential impacts when communicating with remote workers in 24/7 industry.
	c. Identify how communication can improve safety, compliance and performance in a commercial road transport operation.
	d. Create communication strategies and actions to help improve safety, compliance and performance in a commercial road transport or logistics operation.
	e. Review effectiveness of communication strategies or actions in a commercial road transport operation.

Hua o te ako   Learning outcomes	Paearu aromatawai   Assessment criteria
2. Resolve conflict and operational issues in a commercial road transport operation.	a. Explain factors which contribute to interpersonal conflict in a commercial road transport operation.
	b. Apply de-escalation techniques to manage interpersonal conflict in a commercial road transport operation.
	c. Apply problem solving techniques to resolve operational issues in a commercial road transport operation.
	d. Monitor progress and adapt technique if required to facilitate resolution of conflict and operational issues.
3. Deliver a presentation on safety, performance or training in a commercial road transport operation.	a. Identify the purpose and audience of the presentation.
	b. Research and plan presentation content.
	c. Organise relevant information into key points appropriate to presentation purpose and target audience.
	d. Deliver presentation to intended audience in a commercial road transport operation.
4. Reflect on interpersonal communication practices in a commercial road transport operation.	a. Reflect on your own communication practice within a commercial road transport operation.
	b. Gather feedback about own communication skills to identify areas for improvement.
	c. Create strategies or actions to improve communication skills.
	d. Review effectiveness of strategies or actions on communication skills in a commercial road transport operation.

### Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

#### Assessment specifications:

Due to confidentiality requirements, workplace communications and presentation may be evidenced by a workplace verifier or demonstrated through a simulated scenario.

### Definitions

*Communications tools* include mobile phones, tablets, two-way radios, Global Positioning System (GPS) tracking systems, dispatch software, fleet management systems, digital logbooks and telematics.

*Improved performance* could include improved compliance with legal and safety requirements, on time deliveries, reduction in delays, efficient and reliable service, customer satisfaction, improved driver performance (less vehicle wear and tear, reduction of over speeds or harsh braking) or staff retention.

*Workplace procedures* refer to organisation policies and procedures that are documented in memo, electronic, or manual format and available in the workplace. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, manufacturer’s requirements, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor’s instructions, and procedures to comply with legislative and local body requirements relevant to the commercial road transport sector.

### Ngā momo whiwhinga | Grades available

Achieved.

### Ihirangi waitohu | Indicative content

#### Communication

- Identification of what is working well and what needs improving.
- Communication strategies for addressing non-conformance in the workplace.
- Team motivation - positive feedback and recognition of team members.
- Factors which impact communication including diverse cultures, English as a second language, neurodiversity, differing opinions, communication styles and wellbeing of people involved.
- Feedback methods including anonymous written or online questionnaire, verbal, focus group.

#### Conflict resolution and problem solving

- Active listening and questioning techniques to identify root cause of issue(s).
- Communication strategies for remote conflict resolution (internal or external parties).
- De-escalation techniques.

#### Presentation

- Presentation methods including visual aids, document layout, prioritisation of information, verbal and visual delivery.
- Visual elements such as images, graphs or short videos to help communicate important information.
- Presentation topics. Examples include driver ratings, compliance issues, examples from driver camera footage showing positive or negative events, new operations, new software, work forecasts, staff recognition or training.

#### Review

- Self-reflection techniques.
- Observation of improved understanding and behaviour of others as an effect of improved communication skills.

## Rauemi | Resources

Legislation relevant to this skill standard includes but is not limited to:

- Health and Safety at Work Act, 2015
- Land Transport Act 1998
- Privacy Act, 2020
- NZTA Waka Kotahi Fact sheets and good practice guides such as *Learning systems for driving instructors*. Available from: <https://www.nzta.govt.nz/>
- Australian Customer Experience Professionals Association. *How to Manage Angry Customers using the HEAT model*. Available from: <https://acxpa.com.au/how-to-manage-angry-customers/>
- Myer & Briggs Foundation. The 16 MBTI Personality Types. Available from: <https://www.myersbriggs.org/>
- Skiba, R. (2020). *Conflict De-Escalation: Workplace Training*. Open journal of Social Sciences, 8, 153-162. Available from: <https://www.scirp.org/journal/paperinformation.aspx?paperid=10150>.

Any new, amended or replacement Acts, regulations, standards, codes of practice, guidelines, or authority requirements or conditions affecting this skill standard will take precedence for assessment purposes, pending review of this skill standard. Legislation can be accessed at: <https://www.legislation.govt.nz>.

## Pārongo Whakaū Kounga | Quality assurance information

<b>Ngā rōpū whakatau-paerewa   Standard Setting Body</b>	Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council
<b>Whakaritenga Rārangi Paetae Aromatawai   DASS classification</b>	Service Sector > Commercial Road Transport > Road Transport Management
<b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga   CMR</b>	0014

<b>Hātepe   Process</b>	<b>Putanga   Version</b>	<b>Rā whakaputa   Review Date</b>	<b>Rā whakamutunga mō te aromatawai   Last date for assessment</b>
<b>Rēhitatanga   Registration</b>	1	25 July 2024	N/A
<b>Kōrero whakakapinga   Replacement information</b>	N/A		
<b>Rā arotake   Planned review date</b>	31 December 2029		

Please contact Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development at [qualifications@hangaarorau.nz](mailto:qualifications@hangaarorau.nz) to suggest changes to the content of this skill standard.