**Block 1, Assessment 4: Short Answer Questions**

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| **Student Name** |  |

**Instructions**

This assessment consists of **twenty one (21)** short answer questions. Answer the questions as you work through the Learner Manual and participate in the Q&A’s.

You must answer all the questions. A guide to the length of your answer *(in italics)* is provided next to each question.

1. Identify **two (2)** communication strategies that could help to increase the effectiveness of your communication with staff and clients. *(10-20 words)*

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2. Identify and describe the **three (3)** key procedural steps you must follow when conducting an interview with a client who has approached you for the first time with a legal problem. *(30-40 words)*

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3. Provide **one (1)** example of a *cultural issue* and **one (1)** example of a *social issue* you should respect when communicating with clients and/or colleagues.

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4. Explain the term ‘communication breakdown’ and identify **three (3)** ways you could respond to a breakdown in communication with a client. *(25-50 words)*

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5. **Scenario**

Amok is a Sudanese refugee who had to flee the country some years earlier in horrific circumstances and is now your work colleague. His views on politics are extremely different from yours and he is especially outspoken when it comes to Australia’s immigration policy. Every time Amok brings up the topic you get angry and you have ended up in a verbal argument several times over this difference in opinion. Your manager has warned you not to cause a scene one more time.

Amok approaches you at work to discuss a recently proposed amendment to Australia’s immigration policy.

a. Identify and explain **three (3)** communication skills you could use to deal with the ‘communication barriers’ that are present between you and Amok, and how each of these communication skills could help negotiate your differences and build the relationship. *(80 – 100 words)*

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6. Identify **one (1)** thing you can do to represent your organisation effectively when you are communicating (in writing or verbally) with other staff and/or clients. *(20-30 words)*

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7. You have a client who has to deal with the New South Wales Court system but they do not speak English. Identify **one (1)** relevant person, agency or organisation that could assist you in organising an interpreter for them.

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8. You have been asked to facilitate a discussion between your co-workers on a new project at your organisation**.** Identify **three (3)** strategies you could use to encourage all group members to participate equally. *(80 – 100 words)*

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9. Explain why it is important to have an agenda and to stick to that agenda during a meeting or group discussion. *(20-30 words)*

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10. A client may present with a communication barrier. Identify **two (2)** indicators for each of the three communication barriers listed below.

* *A closed or unreceptive attitude*

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* *Is mistrusting or misunderstanding you*

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* *Is in a poor emotional state (e.g. sad, nervous, fearful, angry, etc.)*

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11. You are a white male solicitor interviewing an Aboriginal female who has been charged with assaulting her partner. What is **one (1)** possible reason that the client might mistrust you?

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12. Identify **two (2)** circumstances where it would be important to ensure that there is an additional person present when interviewing a client.

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13. Provide **two (2)** reasons why it important for an organisation to have a clear and effective communication strategy (i.e. relevant policies and procedures which determine when and how employees communicate with stakeholders).

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14. **Scenario**

For the purpose of this assessment, the NSW Department of Family and Community Services (FACS) in an attempt to cut costs, has adopted a new policy which determines how the organisation is to communicate with stakeholders in remote and regional locations. This new policy places increased emphasis on the use of web-conferencing technology in engaging geographically isolated stakeholders. In time, the new communication method will replace the practice of staff physically attending remote and regional locations for stakeholder engagement (often referred to as ‘outreach’).

The technology allows staff to interact with relevant stakeholders via a computer, using both audio and visual mediums from their own office. It is expected that the technology will have a particular impact on the operations of your unit, the Aboriginal Services Unit (ASU), given the number of Aboriginal and Torres Strait Islander clients based in regional and remote locations.

FACS will also increase the use of digital media, including an update to their intranet and website. The website and social media platforms will include podcasts and videos of interest and assistance to their clients and FACS will also provide more regular newsletters and broadcasts to clients and stakeholders.

a. Identify **two (2)** potential *benefits* of introducing such technology into your organisation. *(30-50 words)*

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b. Identify **two (2)** of the potential *risks* of introducing such technology into your organisation. *(30-50 words)*

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c. Identify **two (2)** types of training that should be organised for staff, to ensure that they are adequately prepared to use the web-conferencing technology once it’s introduced.

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d. Identify **two (2)** methods you could use to assess whether your staff are using the new technology effectively.

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e. Identify **two (2)** methods you could use to get feedback from your stakeholders on the effectiveness of the organisation’s new communication strategy.

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f. Explain **two (2)** purposes for seeking such feedback.

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g. Identify **one (1)** method you could use to record the feedback you receive and explain why you think the method would be effective.

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h. Provide **one (1)** example of a scenario in which it *would* be appropriate to use such technology to communicate with a client. Explain why you think it would be appropriate.

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i. Provide **one (1)** example of a scenario in which it *would not* be appropriate to use such technology to communicate with a client. Explain why you think it would not be appropriate.

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15. What is the name of the legislation that sets out the twelve Information Privacy Principles (‘IPPs’) in NSW?

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16. **Scenario**

Although ‘cultural awareness’ is somewhat of a hot phrase these days, there is no strictly defined notion of what it means to be ‘culturally aware’. In practice, various individuals and organisations interpret the term differently. As a consequence, cultural awareness training packages often take on a number of different forms and vary considerably in quality.

Both Commonwealth and State government policy continues to place emphasis on public sector employees achieving ‘cultural competence’. In answering the questions below, imagine you are in the Aboriginal Services Unit within the NSW Department of Family & Community Services.

As you have little to no experience working with Aboriginal and Torres Strait Islander clients, you will attend a one day ‘Cultural Awareness Workshop’.

a. Discuss **two (2)** issues you would like the cultural awareness trainer to analyse in order tobetter prepare you for communicating with Aboriginal and Torres Strait Islander clients across a range of communities. In your response, you must explain how understanding these two issues will help you and other staff to communicate more effectively with Aboriginal and Torres Strait Islander clients.

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b. Explain why you think cultural awareness training exists. What do you think it means to be ‘culturally competent’? *(100 words)*

HINT: Considering the questions below might help you plan your response.

* *Is it about preparing individuals to interact with Aboriginal and Torres Strait Islander people in a unique way, somehow different from how you would interact with people of a non-Indigenous background?*
* *Is it about increasing awareness of cultural practices, traditions and protocols and if so, why is this important?*
* *Is it about creating understanding of and seeking to overcome, a number of unique barriers that exist for Aboriginal and Torres Strait Islander people trying to participate in modern day Australian society?*
* *Is it something more than all of this?*

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17. Identify **three (3)** methods of communication you could use to ensure that you keep your client informed and updated about the progress of their case.

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18. It is important that legal advocates communicate certain information to their clients to ensure they can make an informed decision about their legal case. Identify **three (3)** examples of the information we need to tell our clients and explain why communication of this type of information is an important part of your work.

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19. In today’s age of modern technology, organisations have many options for communicating with clients. The following are four examples of mediums that could be used to engage with a client during the course of delivering services:

* A written letter
* Meetings in person
* Phone calls
* Messaging via social-media

For each of the above communication methods, describe **one (1)** scenario in which that method is NOT likely to be effective; AND explain what alternative method of communication would be more appropriate to use in that scenario. *(100 words)*

***An example response has been provided***

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| **MEDIUM** | **SCENARIO** | **ALTERNATIVE** |
| *web-conferencing technology* | *a. client does not have access to a computer and/or the internet*  *b. client does not have understanding of how to use the relevant technology and programs* | *Phone, post or email correspondence* |
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20. Identify and describe **three (3)** ways a facilitator can work effectively with a group. *(30-50 words)*

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21. Motivational interviewing helps the interviewee understand why they want to change their behaviour whereas coercive interviewing tries to pressure the interviewee to change. Identify and explain which type of interviewing you believe is the better one to use with your clients. *(30-50 words)*

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