**Participant Handout -**

**Generative AI the potential and the pitfalls for VET**

According to ChatGPT, AI-Assisted Technology refers to the integration of artificial intelligence (AI) capabilities into various tools, systems, and processes to enhance and augment human activities.

It involves leveraging AI algorithms, machine learning, natural language processing, computer vision, and other AI techniques to provide intelligent assistance, automation, and decision-making support.

The rise of AI technology means that what is available changes on a daily basis. The links below are to websites that provide databases of AI tools that are available and regularly updated, they are just three of many. Maybe it’s an opportunity for you to try ChatGPT to generate your own list!

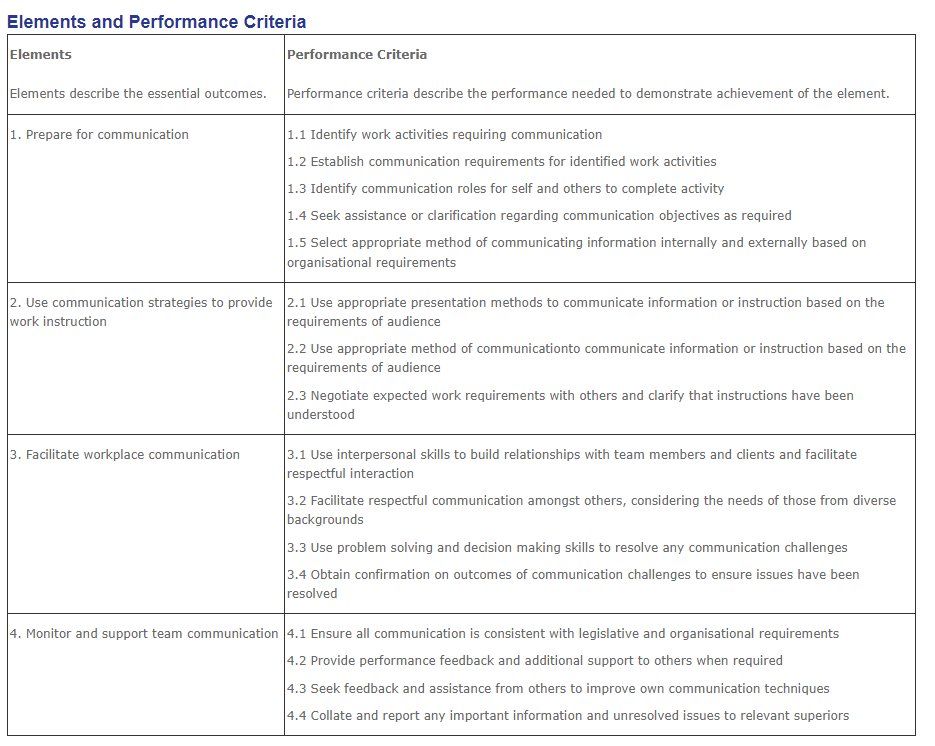
* [www.futurepedia.io](http://www.futurepedia.io)
* [www.aitoolsdirectory.com/](http://www.aitoolsdirectory.com/)
* [AI Awesome - Your Ultimate Guide for AI Tools and Products](https://www.aiawesome.com/)

**Mentimeter Instructions**

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| Go to  [**www.menti.com**](http://www.menti.com)  Enter the code  **4735 2993** |  |

**What can ChatGPT do for us?**

**BSBXCM401 - Apply communication strategies in the workplace (Release 2)**



**Performance Evidence**

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and foundation skills of this unit, including evidence of the ability to:

* identify the communication requirements for a work activity and assign roles to others to fulfil those requirements
* select appropriate communication method for relevant audience and according to organisational requirements
* articulate to others their roles in fulfilling the communication requirements and negotiate roles in response to feedback
* present and convey information to others in a way that they can understand and demonstrate that the needs of all recipients, including those from diverse backgrounds have been considered
* demonstrate problem solving techniques to negotiate and resolve communication challenges
* evaluate the communication process and identify areas for improvement, reporting to relevant supervisors as required.

**Knowledge Evidence**

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

* legislative requirements relevant to workplace communication
* organisational requirements relevant to workplace communication (including digital form):
  + policies and protocols
  + codes of conduct
  + organisational reputation and culture
* techniques to resolve communication challenges
* methods and techniques to participate in workplace discussions, including active listening, questioning and providing feedback
* key principles of cross-cultural communication and communication with individuals with special needs or disabilities
* presentation methods to present and convey workplace information or instructions:
  + formal presentation using visual aids and prompts
  + informal team meeting or instructional briefing
  + written work instruction for a process or procedure
* communication methods suited to audience and workplace requirement:
  + verbal means: telephones, mobiles, video conference
  + written means: emails, SMS, social media
* communication challenges relevant to performance evidence:
  + conflicts with clients or team members
  + potential risks or safety hazards
  + unethical or inappropriate communication
  + use of visual prompts and presentations
  + communication that falls outside of workplace policy
* key relevant features of:
  + different communication styles
  + different communication methods
  + cross cultural communication techniques.

**The Prompt**

Write a 2-hour session plan for adult learners about how to use communication strategies in the workplace. Focus on providing work instruction, relationship building and monitoring team communication.

**ChatGPT**

Title: Effective Communication Strategies in the Workplace

Duration: 2 hours

Learning Objectives:

1. Understand the importance of effective communication in the workplace.
2. Develop skills to provide clear work instructions.
3. Learn strategies for building positive relationships through communication.
4. Explore techniques for monitoring team communication.

Session Outline:

I. Introduction (10 minutes)

* Welcome participants and introduce the session's objectives.
* Share the relevance of effective communication in the workplace.
* Discuss the benefits of using communication strategies for work instruction, relationship building, and team communication monitoring.

II. Importance of Effective Communication (15 minutes)

* Present key concepts and principles of effective workplace communication.
* Highlight the impact of communication on productivity, teamwork, and employee satisfaction.
* Share examples of communication breakdowns and their consequences.
* Engage participants in a brief discussion about their own experiences with workplace communication challenges.

III. Providing Clear Work Instructions (30 minutes)

* Explain the importance of clear and concise work instructions.
* Discuss techniques for structuring and delivering instructions effectively.
* Provide practical examples and best practices for conveying instructions in written and verbal forms.
* Conduct a group activity where participants practice giving and receiving clear work instructions.
* Facilitate a debriefing session to share insights and lessons learned.

IV. Relationship Building through Communication (45 minutes)

* Discuss the significance of effective communication in building positive relationships with colleagues and teams.
* Introduce active listening techniques and nonverbal communication cues.
* Explore strategies for empathetic and constructive communication.
* Conduct role-playing exercises to practice active listening and constructive communication in workplace scenarios.
* Facilitate a reflection and discussion session to share observations and experiences.

V. Monitoring Team Communication (30 minutes)

* Explain the role of communication monitoring in ensuring effective team collaboration.
* Introduce tools and techniques for tracking and evaluating team communication.
* Discuss strategies for promoting open communication, feedback, and conflict resolution within teams.
* Conduct a case study activity where participants analyse a communication issue within a team and propose solutions.
* Facilitate a group discussion to share insights and strategies for effective team communication monitoring.

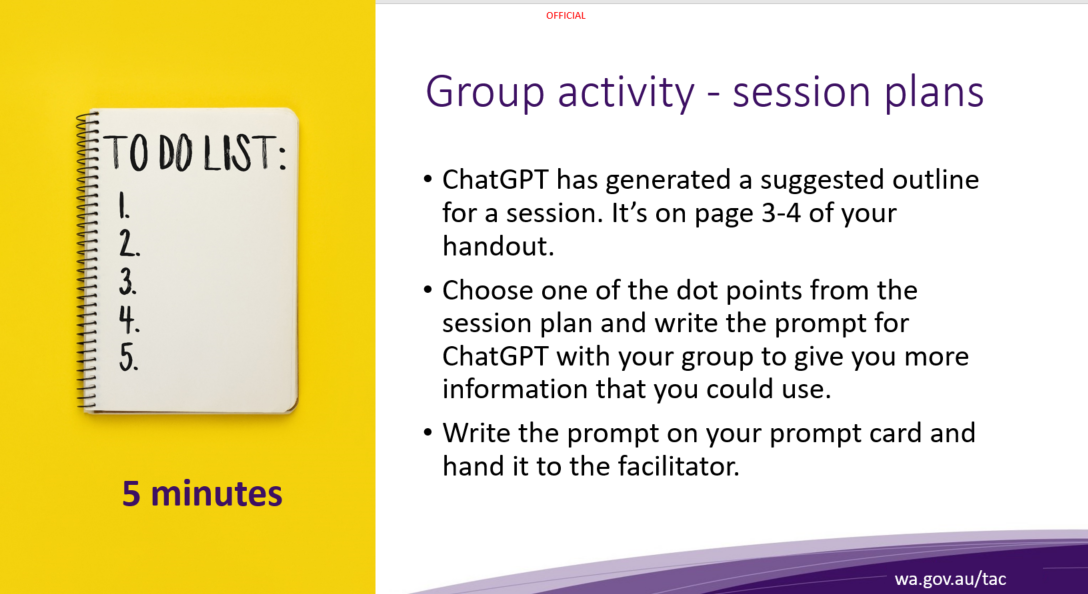
VI. Summary and Action Planning (10 minutes)

* Summarise the key points covered during the session.
* Review the importance of using communication strategies in providing work instruction, relationship building, and team communication monitoring.
* Encourage participants to identify specific actions they can take to improve their communication skills in the workplace.
* Provide additional resources and references for further learning.

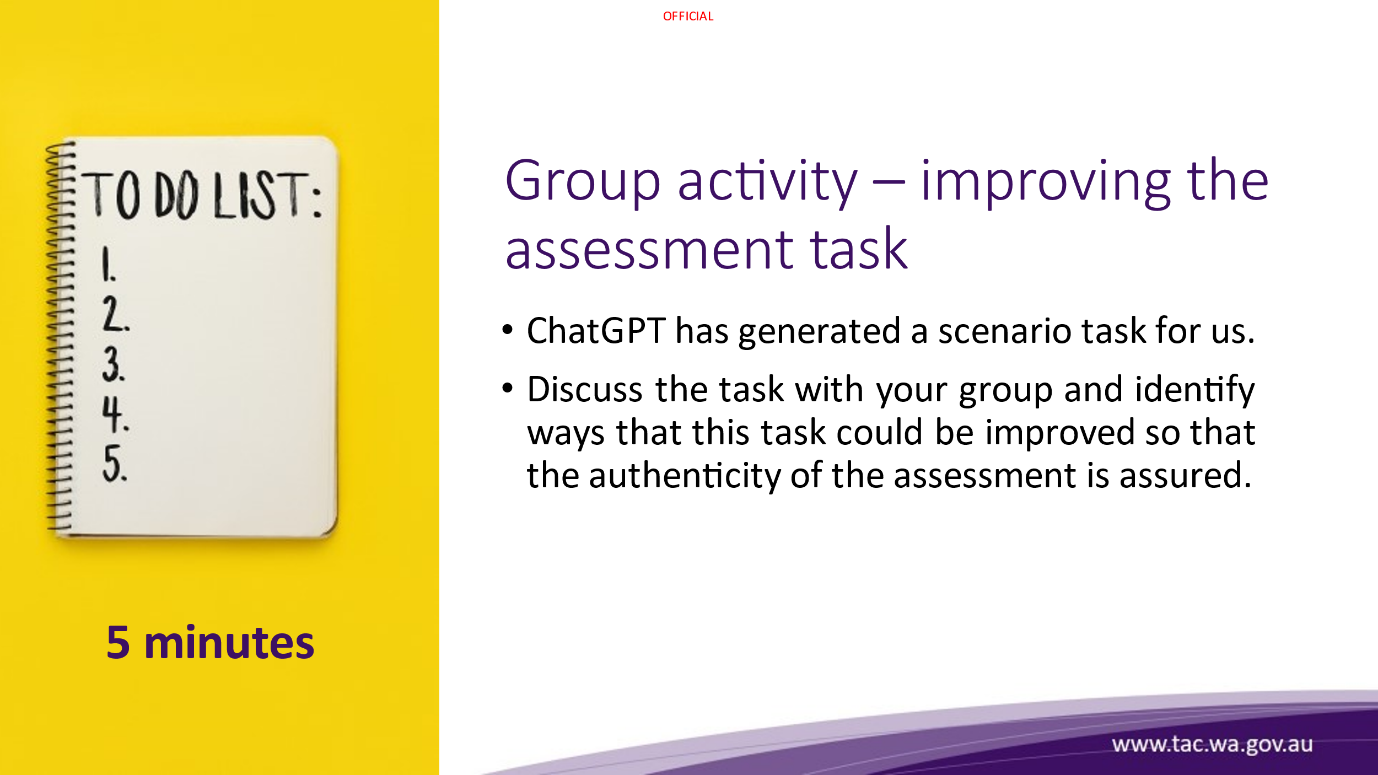
VII. Q&A and Closing (10 minutes)

* Allow participants to ask questions and seek clarifications.
* Provide answers and further insights.
* Express appreciation for participants' engagement and active participation.
* Close the session, encouraging participants to apply the communication strategies they have learned.

Note: The session plan can be adjusted based on the specific needs and prior knowledge of the adult learners. It is important to incorporate interactive activities, discussions, and real-life examples to enhance engagement and application of the concepts.

**Let’s say we want ChatGPT to provide us some further information.**

**What is your prompt?** Write the prompt on your prompt card and hand to facilitator.



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| Notes: |

**How do we Improve the assessment task?** Write the prompt on your prompt card and hand to facilitator.

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| Notes: |

**Protecting Academic Integrity**

There are a number of sources of information to help RTOs and trainers and assessors. The following websites are focused on good practice and tools to identifying plagiarism. The text below is ChatGPTs suggestions for protecting academic integrity.

<https://www.bestcolleges.com/news/best-ai-detection-tools-cheating-plagiarism/#list-of-AI-tools>

<https://www.teqsa.gov.au/guides-resources/higher-education-good-practice-hub/artificial-intelligence>

**The Prompt**

How can vocational educators protect the academic integrity of assessments when students use chatgpt

**ChatGPT**

Maintaining academic integrity in assessments when students have access to ChatGPT can be challenging but not impossible. Here are some strategies that vocational educators can employ to protect academic integrity:

1. **Clear Expectations:** Clearly communicate your expectations regarding the use of external resources, including AI tools like ChatGPT, during assessments. Emphasize the importance of original work and the consequences of academic dishonesty.
2. **Authentic Assessments:** Design assessments that require practical application of skills and knowledge rather than simple regurgitation of information. Focus on real-world scenarios and projects that demand critical thinking and problem-solving skills, making it harder for ChatGPT to provide direct answers.
3. **Time Constraints:** Implement time limits for assessments. By allocating limited time, students will have less opportunity to extensively rely on external resources, including ChatGPT, and will be encouraged to demonstrate their understanding independently.
4. **Varied Assessment Methods:** Utilize a mix of assessment methods, such as practical demonstrations, presentations, or group discussions, that are less conducive to leveraging AI tools. This diversification makes it harder for students to rely solely on ChatGPT for answers.
5. **Monitoring and Proctoring:** Consider implementing monitoring and proctoring mechanisms for assessments. This can include live video proctoring, remote screen monitoring, or the use of plagiarism detection software to deter cheating.
6. **Unique Questions and Scenarios:** Create unique and context-specific questions that are not easily searchable or answered by ChatGPT. This could involve using real-life case studies, personal experiences, or industry-specific scenarios that require deep understanding and application of knowledge.
7. **Rubrics and Marking Schemes:** Develop comprehensive rubrics and marking schemes that assess students based on specific criteria. This helps evaluate their thought process, problem-solving abilities, and understanding, making it harder for ChatGPT-generated responses to align perfectly with the requirements.
8. **Regular Feedback and Interaction:** Provide regular feedback and interact with students throughout the learning process. Engage in discussions, ask probing questions, and encourage critical thinking to ensure a deeper understanding of the subject matter.
9. **Educational Integrity Policies:** Implement and enforce a clear academic integrity policy that outlines the consequences of cheating and plagiarism. Make students aware of the seriousness of academic dishonesty and the potential impact on their educational and professional future.
10. **Continuous Improvement:** Stay updated with the latest advancements in AI technology and adapt your assessment strategies accordingly. As AI tools evolve, educators need to proactively adjust their approaches to maintain the integrity of assessments.

Remember, while these strategies can help deter cheating, it's important to foster an environment of trust, open communication, and ethical behaviour. Educating students about the importance of academic integrity and instilling a sense of pride in their work will go a long way in minimizing the misuse of tools like ChatGPT.

**Resources:**

* <https://www.teqsa.gov.au/guides-resources/higher-education-good-practice-hub/artificial-intelligence>
* [www.futurepedia.io](http://www.futurepedia.io/)
* [www.aitoolsdirectory.com/](http://www.aitoolsdirectory.com/)
* [AI Awesome - Your Ultimate Guide for AI Tools and Products](https://www.aiawesome.com/)
* [https://www.bestcolleges.com/news/best-ai-detection-tools-cheating-plagiarism/#list-of-AI-tools](https://www.bestcolleges.com/news/best-ai-detection-tools-cheating-plagiarism/)
* <https://www.ted.com/talks/sal_khan_how_ai_could_save_not_destroy_education/c>

Electronic copy of this handout is available to download from:



A recording of this session will be made available on the TAC YouTube Channel. Subscribe now to receive notifications when new videos are added.

