

BSBWOR401A: Establish effective workplace relationships

Description

This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Element	Performance criteria
1. Collect, analyse and communicate information and ideas	<p>1.1 Collect relevant information from appropriate sources and analyse and share with the work team to improve work performance</p> <p>1.2 Communicate ideas and information in a manner which is appropriate and sensitive to the cultural and social diversity of the audience and any specific needs</p> <p>1.3 Implement consultation processes to encourage employees to contribute to issues related to their work, and promptly relay feedback to the work team in regards to outcomes</p> <p>1.4 Seek and value contributions from internal and external sources in developing and refining new ideas and approaches</p> <p>1.5 Implement processes to ensure that issues raised are resolved promptly or referred to relevant personnel as required</p>
2. Develop trust and confidence	<p>2.1 Treat all internal and external contacts with integrity, respect and empathy</p> <p>2.2 Use the organisation's social, ethical and business standards to develop and maintain effective relationships</p> <p>2.3 Gain and maintain the trust and confidence of colleagues, customers and suppliers through competent performance</p> <p>2.4 Adjust interpersonal styles and methods to meet organisation's social and cultural environment</p> <p>2.5 Encourage other members of the work team to follow examples set, according to organisation's policies and procedures</p>
3. Develop and maintain networks and relationships	<p>3.1 Use networks to identify and build relationships</p> <p>3.2 Use networks and other work relationships to provide identifiable benefits for the team and organisation</p>

4. Manage difficulties into positive outcomes
- 4.1 Identify and analyse difficulties, and take action to rectify the situation within the requirements of the organisation and relevant legislation
 - 4.2 Guide and support colleagues to resolve work and difficulties
 - 4.3 Regularly review and improve **workplace outcomes** in consultation with relevant personnel
 - 4.4 Manage **poor work performance** within the organisation's processes
 - 4.5 Manage conflict constructively within the organisation's processes

Skills and Knowledge

Required skills

- Coaching and mentoring skills to provide support to colleagues
- Literacy skills to research, analyse, interpret and report information
- Relationship management and communication skills to:
 - Deal with people openly and fairly
 - Forge effective relationships with internal and/or external people, and to develop and maintain these networks
 - Gain the trust and confidence of colleagues
 - Respond to unexpected demands from a range of people
 - Use supportive and consultative processes effectively.

Required knowledge

- Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety (OHS), and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Theory associated with managing work relationships to achieve planned outcomes:
 - Developing trust and confidence
 - Maintaining consistent behaviour in work relationships
 - Understanding the cultural and social environment
 - Identifying and assessing interpersonal styles
 - Establishing, building and maintaining networks
 - Identifying and resolving problems
 - Resolving conflict
 - Managing poor work performance
 - Monitoring, analysing and introducing ways to improve work relationships.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Range of methods and techniques for communicating information and ideas to a range of stakeholders
- Range of methods and techniques for developing positive work relationships that build trust and confidence in the team
- Accessing and analysing information to achieve planned outcomes
- Techniques for resolving problems and conflicts and dealing with poor performance
- Knowledge of the theory associated with managing work relationships to achieve planned outcomes.