

# BSBWOR401A - Establish Effective Workplace Relationships

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.

**Designed for:** This course is suitable for all frontline managers.

**Duration:** 1 day

**Application of the unit:** Frontline managers play an important role in developing and maintaining positive relationships in internal and external environments so that customers, suppliers and the organisation achieve planned outputs and outcomes.

They play a prominent part in motivating, mentoring, coaching and developing team cohesion through providing leadership for the team and forming the bridge between the management of the organisation and team members.

At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, and leadership and guidance of others.

## Elements and performance criteria:

Element	Performance criteria
Collect, analyse and communicate information and ideas	<ul style="list-style-type: none"> <li>Collect relevant information from appropriate sources and analyse and share with the work team to improve work performance</li> <li>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</li> <li>Implement consultation processes to encourage employees to contribute to issues related to their work, and promptly relay feedback to the work team in regard to outcomes</li> <li>Seek and value contributions from internal and external sources in developing and refining new ideas and approaches</li> <li>Implement processes to ensure that issues raised are resolved promptly or referred to relevant personnel as required</li> </ul>
Develop trust and confidence	<ul style="list-style-type: none"> <li>Treat all internal and external contacts with integrity, respect and empathy</li> <li>Use the organisation's social, ethical and business standards to develop and maintain effective relationships</li> <li>Gain and maintain the trust and confidence of colleagues, customers and suppliers through competent performance</li> <li>Adjust interpersonal styles and methods to meet organisation's social and cultural environment</li> <li>Encourage other members of the work team to follow examples set, according to organisation's policies and procedures</li> </ul>
Develop and maintain networks and relationships	<ul style="list-style-type: none"> <li>Use networks to identify and build relationships</li> <li>Use networks and other work relationships to provide identifiable benefits for the team and organisation</li> </ul>
Manage difficulties into positive outcomes	<ul style="list-style-type: none"> <li>Identify and analyse difficulties, and take action to rectify the situation within the requirements of the organisation and relevant legislation</li> <li>Guide and support colleagues to resolve work difficulties</li> <li>Regularly review and improve workplace outcomes in consultation with relevant personnel</li> <li>Manage poor work performance within the organisation's processes</li> <li>Manage conflict constructively within the organisation's processes</li> </ul>



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