

This unit describes the performance outcomes, skills and knowledge required to plan for the management of and to manage staff. It involves industrial relations, staff selection, staff records, induction, training, team development and career planning to enhance business operations through retaining a competent, committed and motivated team in the workplace.

Designed for: This work is undertaken by individuals who operate a small business, and is also suitable for existing micro and small businesses or a department in a larger organisation.

Duration: 1 day

Elements of Competency and Performance Criteria

Establish and develop communication and appropriate relationships with key stakeholders

- Establish specific practices for communication with key stakeholders, in accordance with codes of practice, cultural protocols and agreed roles and responsibilities
- Maintain specific ways of dealing with issues in communication with key stakeholders that adhere to codes of practice, cultural protocols and agreed roles and responsibilities
- Identify and implement methods of working in culturally appropriate ways
- Identify and implement plans to deal with changes in circumstances and behaviours, as required

Establish and develop roles and responsibilities in the small business

- Clearly and accurately clarify roles and responsibilities in the business in accordance with organisational structure and lines of authority, codes of practice and job documentation
- Identify and apply specific practices and behaviours from the codes of practice, that contribute to successful working relationships
- Clearly communicate responsibilities and practices to key stakeholders

Review relationships with key stakeholders

- Review communication practices used with key stakeholders and implement any necessary improvement strategies
- Monitor and evaluate relationships with key stakeholders and develop action plan/s needed to enhance relationships
- Evaluate roles and responsibilities in the business and undertake any revisions necessary to improve successful working relationships



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