



Self Assessment Checklist

BSBFLM303C - Contribute to effective workplace relationships

Student Name _____

Evidence Guide

Students are required to provide evidence of the following competencies to demonstrate competency in this unit.

Evidence of the following is essential:

- Using culturally appropriate communication techniques to share work based information with teams and individuals in accordance with organisation policies
- Developing networks and building team relationships
- Regularly reviewing workplace outcomes to identify and resolve issues and implement improvements within own level of responsibility and according to organisational policies.

Required Knowledge

Key provisions of relevant legislation from all forms of government, regulations, standards and documentation that may affect aspects of business operations, such as:

- Principles and techniques associated with relationship management including:
 - Developing trust and confidence
 - Behaving consistently in work relationships
 - Identifying the cultural and social environment
 - Identifying and assessing interpersonal styles
 - Establishing networks
 - Identifying and resolving problems
 - Handling conflict
 - Managing poor work performance
 - Monitoring and improving work relationships
 - Using anti-discrimination/bias strategies and making contributions
- Relevant legislation from all levels of government that may affect business operation, especially in regard to:
 - Occupational health and safety and environmental issues
 - Equal opportunity
 - Industrial relations
 - Anti-discrimination

Required Skills

- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- Coaching and mentoring skills to provide support to colleagues'
- Functional literacy skills to access and use workplace information
- Relationship management and communication skills to;
 - Interpret information from a variety of people
 - Respond to unexpected demands from a range of people
 - Gain the trust and confidence of colleagues
 - Deal with people openly and fairly
 - Forge effective relationships with internal and /or external people

BSBFLM303C – Contribute to effective workplace relationships

The student must address each performance criteria under the element. The student must provide evidence of the performance criteria to be assessed. All evidence supplied must be the student's own and submitted in an original condition.

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
1. Seek, receive and communicate information and ideas	1.1 Collect information associated with the achievement of work responsibilities from appropriate sources 1.2 Communicate ideas and information to diverse audiences in an appropriate and sensitive manner 1.3 Seek contributions from internal and external sources to develop and refine new ideas and approaches in accordance with organisational processes 1.4 Facilitate consultation processes to allow employees to contribute to issues related to their work and promptly communicate outcomes of consultation to the work team 1.5 Promptly deal with and resolve issues raised, or refer them to relevant personnel

Element	Performance Criteria
2. Encourage trust and confidence	<p>2.1 Treat people with integrity, respect and empathy</p> <p>2.2 Encourage effective relationships within the framework of the organisations social, ethical and business standards</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 in relation to the organisations social and cultural environment</p>
3. Identify and use networks and relationships	<p>3.1 Identify and utilise workplace networks to help build relationships</p> <p>3.2 Identify and describe the value and benefits of networks and other work relationships for the team and the organisation</p>
4. Contribute to positive outcomes	<p>4.1 Identify difficulties and take action to rectify the situation within own level of responsibility according to organisational level and legal requirements</p> <p>4.2 Support colleagues in resolving work difficulties</p> <p>4.3 Regularly review workplace outcomes and implement improvements in consultation with relevant personnel</p> <p>4.4 Identify and resolve poor work performance within own level of responsibility and according to organisational policies</p> <p>4.5 Deal constructively with conflict, within the organisations established processes</p>