



Self Assessment Checklist

BSBWOR401A - Establish 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:

- 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

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
 - Establishing, building and maintaining networks
 - Identifying and resolving problems
 - Resolving conflict
 - Managing poor work performance
 - Monitoring, analysing and introducing ways to improve work relationships

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

BSBWOR401A – Establish 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. Collect, analyse and communicate information and ideas	1.1 Collect relevant information from appropriate sources and analyse and share with the work team to improve work performance 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 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 regard to outcomes 1.4 Seek and value contributions from internal and external sources in developing and refining new ideas and approaches 1.5 Implement processes to ensure that issues raised are resolved promptly or referred to relevant personnel as required

Element	Performance Criteria
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 organisations 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 organisations social and cultural environment</p> <p>2.5 Encourage other members of the work team to follow examples set, according to organisations 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	<p>4.1 Identify and analyse difficulties and take action to rectify the situation within the requirements of the organisation and relevant legislation</p> <p>4.2 Guide and support colleagues to resolve work difficulties</p> <p>4.3 Regularly review and improve workplace outcomes in consultation with relevant personnel</p> <p>4.4 Manage poor work performance within the organisations processes</p> <p>4.5 Manage conflict constructively within the organisations processes</p>