



**Australian Government**

# **BSBLDR501 Develop and use emotional intelligence**

**Release: 1**

## BSBLDR501 Develop and use emotional intelligence

### Modification History

| Release   | Comments   |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

### Application

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace.

It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.

It applies to managers who identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### Unit Sector

Management and Leadership - Leadership

### Elements and Performance Criteria

| ELEMENT   | PERFORMANCE CRITERIA  |
|---|---|
| <i>Elements describe the essential outcomes.</i>                  | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>  |
| 1. Identify the impact of own emotions on others in the workplace | 1.1 Identify own emotional strengths and weaknesses<br>1.2 Identify personal stressors and own emotional states related to the workplace<br>1.3 Develop awareness of own emotional triggers and use this awareness to enable control emotional responses<br>1.4 Model workplace behaviours that demonstrate management of |

| ELEMENT  | PERFORMANCE CRITERIA  |
|--|---|
|  | emotions<br>1.5 Use self-reflection and feedback from others to improve development of own emotional intelligence   |
| 2. Recognise and appreciate the emotional strengths and weaknesses of others | 2.1 Respond to the emotional states of co-workers and assess emotional cues<br>2.2 Identify the varying cultural expressions of emotions and utilise to respond to emotional cues in a diverse workforce<br>2.3 Demonstrate flexibility and adaptability in dealing with others<br>2.4 Take into account the emotions of others when making decisions                                 |
| 3. Promote the development of emotional intelligence in others               | 3.1 Provide opportunities for others to express their thoughts and feelings<br>3.2 Assist others to understand the effect of their behaviour and emotions on others in the workplace<br>3.3 Encourage the self-management of emotions in others<br>3.4 Encourage others to develop their own emotional intelligence to build productive relationships and maximise workplace outcomes |
| 4. Utilise emotional intelligence to maximise team outcomes                  | 4.1 Encourage a positive emotional climate in the workplace<br>4.2 Use the strengths of workgroup members to achieve workplace outcomes   |

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

| Skill                | Performance Criteria                  | Description  |
|----------------------|---------------------------------------|--|
| Interact with others | 1.1-1.5, 2.1- 2.4, 3.3, 3.4, 4.1, 4.2 | <ul style="list-style-type: none"> <li>Reflects on personal attributes and considers the impact on others and modifies approach to support development</li> <li>Adapts personal communication style to model behaviours, build trust and positive working relationships and to build understanding of emotional intelligence</li> <li>Leads a collaborative approach, using inquiring and inclusive techniques, to develop understanding and skills that enhances individuals' emotional intelligence</li> </ul> |

|                   |          |   |
|-------------------|----------|---|
| Get the work done | 3.1, 3.2 | <ul style="list-style-type: none"> <li>Leads processes to develop, implement and monitor plans and processes to ensure team engagement and effectiveness</li> </ul> |
|-------------------|----------|---|

## Unit Mapping Information

| Code and title current version                   | Code and title previous version | Comments | Equivalence status |
|--|---------------------------------|----------|--------------------|
| BSBLDR501 Develop and use emotional intelligence | Not applicable                  | New unit | No equivalent unit |

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>