



Australian Government

MSS405084 Manage people relationships

Release: 1

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Modification History

Release 1. Updated unit code. Changes to performance criteria. Range of conditions removed. Assessment requirements amended. Equivalent outcome.

Application

This unit describes the skills and knowledge to manage the human relationship aspects of implementing and operating competitive systems and practices.

This unit applies to managers, technical specialists or similar who will apply strong communication, teamwork, planning and problem solving skills to manage effective relationships.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Confirm organisation competitive systems and practices status	1.1	Establish number and status of competitive systems and practices techniques being used within the organisation
		1.2	Identify key performance indicators (KPIs) for each technique
		1.3	Identify key sections and value stream members responsible for each KPI
		1.4	Identify key personnel for communications

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
<p>2 Develop an open environment</p>	<p>2.1 Establish and maintain regular dialogue between all levels and relevant sections of the organisation</p> <p>2.2 Encourage a flow of communications in both directions</p> <p>2.3 Develop and maintain a formal mechanism for the flow of issues, concerns and suggestions in both directions</p> <p>2.4 Develop and maintain regular and frequent communication with all key stakeholders</p>
<p>3 Identify significant issues</p>	<p>3.1 Identify current and potential issues in liaison with team members and stakeholders</p> <p>3.2 Assist team members and stakeholders to formulate issues</p> <p>3.3 Identify and define boundary and non-negotiable issues for all team members and stakeholders</p> <p>3.4 Negotiate with team members and stakeholders over actual and potential issues</p>
<p>4 Proactively resolve issues</p>	<p>4.1 Liaise with team members and stakeholders to develop agreed and win-win solutions</p> <p>4.2 Negotiate acceptable solutions in accordance with organisation practices and procedures</p> <p>4.3 Obtain any required official authorisations</p> <p>4.4 Consult with stakeholders to develop implementation plan</p> <p>4.5 Implement solution according to plan</p>
<p>5 Monitor ongoing situation</p>	<p>5.1 Determine KPIs for plan</p> <p>5.2 Check that implementation is proceeding to plan</p> <p>5.3 Check for unforeseen consequences</p>

Elements describe the essential outcomes. Performance criteria describe the performance needed to demonstrate achievement of the element.

5.4 Take action to resolve any arising issues

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS405011 Manage people relationships.

Links

The MSS Sustainability Companion Volume implementation Guides are available from VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>