



**Australian Government**

# **AMPCOM401 Build productive and effective workplace relationships**

**Release: 1**

# AMPCOM401 Build productive and effective workplace relationships

## Modification History

| Release   | Comments                                                                                |
|-----------|-----------------------------------------------------------------------------------------|
| Release 1 | This version released with AMP Australian Meat Processing Training Package Version 8.0. |

## Application

This unit describes the skills and knowledge required to develop, maintain and model positive workplace relationships. Effective workplace relationships contribute to a productive working environment and minimise conflict and disruption.

This unit applies to individuals who work as first line managers, including supervisors and team leaders, working in a meat processing context. In this role, workers take responsibility for their own work and the work of others, and provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety, food and meat safety regulations, legislation and standards that apply to the workplace.

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

## Pre-requisite Unit

Nil

## Unit Sector

Communication (COM)

## Elements and Performance Criteria

| Elements                                         | Performance Criteria                                                                                   |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Develop effective interpersonal               | 1.1 Treat team members, colleagues and customers with integrity and respect                            |

| Elements                                                        | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i>                | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| relationships                                                   | <p>1.2 Use workplace, ethical and business standards to develop and maintain positive relationships</p> <p>1.3 Gain and maintain trust and confidence of colleagues, customers and suppliers through competent and consistent performance</p> <p>1.4 Adjust interpersonal styles and methods to the social and cultural environment</p>                                                                                                                                                                                                                                                                                                                                                             |
| 2. Build and maintain networks and relationships                | <p>2.1 Use business networking opportunities to identify and build relationships</p> <p>2.2 Engage with business contacts using written and verbal communication to promote business opportunities</p> <p>2.3 Provide identifiable benefits for the team and organisation through networks and other work relationships with stakeholders</p>                                                                                                                                                                                                                                                                                                                                                       |
| 3. Gather and present information and ideas relevant to the job | <p>3.1 Utilise information from a range of sources to fulfil workplace responsibilities and to develop and refine alternative processes and solutions</p> <p>3.2 Use written and oral communication strategies to meet the needs of the audience, including those from diverse backgrounds</p> <p>3.3 Use written and oral communication strategies to keep relevant personnel informed about enterprise or department directions and activities</p> <p>3.4 Provide clear and unambiguous guidance and direction to others, consistent with workplace responsibilities</p> <p>3.5 Seek and value input from internal and external sources when developing and refining new ideas and approaches</p> |
| 4. Manage difficulties to achieve positive outcomes             | <p>4.1 Identify and analyse problems and take action to rectify them with minimal disruption to performance</p> <p>4.2 Ensure colleagues receive guidance and support to resolve their work difficulties</p> <p>4.3 Use pro-active strategies to manage individual performance according to with workplace processes</p> <p>4.4 Manage conflict constructively according to workplace processes</p> <p>4.5 Negotiate difficult situations to achieve results that are acceptable to participants and also meet organisational and legislative requirements</p>                                                                                                                                      |

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.*

| Skill              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Learning           | <ul style="list-style-type: none"><li>• Observe and respect workplace confidentiality requirements and individuals' privacy requests</li><li>• Reflect on own actions and attitudes and recognise their impact on colleagues</li><li>• Maintain currency of knowledge through independent research or professional development</li><li>• Locate and evaluate information from a range of sources, using a range of available resources including the internet and journals</li></ul> |
| Reading            | <ul style="list-style-type: none"><li>• Source and analyse information to build networks and relationships that consistently promote business opportunities</li></ul>                                                                                                                                                                                                                                                                                                                |
| Writing            | <ul style="list-style-type: none"><li>• Use vocabulary and layout suitable to the audience to convey ideas and information</li><li>• Use digital tools to interact with others</li></ul>                                                                                                                                                                                                                                                                                             |
| Oral communication | <ul style="list-style-type: none"><li>• Mentor and counsel individuals and teams, within workplace procedures</li><li>• Monitor and diffuse potential conflicts and disputes, applying a range of strategies, including the enterprise's established procedures</li><li>• Provide direction, instruction and guidance in ways that encourage cooperation</li><li>• Acknowledge and discuss alternative suggestions and viewpoints</li></ul>                                          |

## Unit Mapping Information

| Code and title current version                                   | Code and title previous version                                | Comments                                                                                             | Equivalence status |
|------------------------------------------------------------------|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------|
| AMPCOM401 Build productive and effective workplace relationships | AMPX412 Build productive and effective workplace relationships | Unit code updated<br>Elements reordered<br>Performance Criteria clarified<br>Foundation Skills added | Equivalent         |

|  |  |                                                                                                  |  |
|--|--|--------------------------------------------------------------------------------------------------|--|
|  |  | Performance Evidence,<br>Knowledge evidence and<br>Assessment Conditions<br>reworded for clarity |  |
|--|--|--------------------------------------------------------------------------------------------------|--|

## Links

Companion Volumes, including Implementation Guides, are available at VETNet: -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>