# Assessment Requirements for BSBLDR413 Lead effective workplace relationships

**Release: 1**

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## Modification History

| Release | Comments |
| --- | --- |
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

• lead effective workplace relationships on at least four occasions with different individuals or groups.

In the course of the above, the candidate must:

• access and analyse information required to achieve planned outcomes
• collaborate with work team to develop and implement a work task strategy
• apply techniques for resolving problems and conflicts, and dealing with poor performance according to organisational and legislative requirements
• monitor and communicate work progress to relevant internal and external stakeholders
• seek and review feedback to improve workplace leadership.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

• considerations for communicating information including audience cultural and social diversity
• consultation processes including internal and external sources of consultees
• impacts of relationships, cultural and social environment, in supporting or hindering the achievement of planned outcomes
• techniques for developing positive work relationships and building trust and confidence in a team, including:
    • interpersonal styles
    • communications
    • consultation
    • cultural and social sensitivity
    • networking

- impact of legislation and organisational policies on workplace relationships
- techniques for communicating information and ideas to a range of stakeholders
- common methods to resolve workplace conflict
- common methods to manage poor work performance
- common methods to monitor, analyse and improve work relationships.

## Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation, regulations, standards and codes relevant to performance evidence
- workplace documentation and resources
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

Future Skills Organisation