



Australian Government

BSBLDR413 Lead effective workplace relationships

Release: 1

BSBLDR413 Lead effective workplace relationships

Modification History

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

Application

This unit describes the skills, knowledge and outcomes required to use leadership to promote team cohesion. It includes motivating, mentoring, coaching and developing the team and forming the bridge between the management of the organisation and team members.

The unit applies to team leaders, supervisors and new or emerging managers where leadership plays a role in developing and maintaining effective workplace relationships. It applies in any industry or community context. At this level work will normally be carried out within routine and non-routine methods and procedures, which require planning, evaluation, leadership and guidance of others.

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

Unit Sector

Social Competence – 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. Prepare to lead workplace relationships | 1.1 Identify work team objectives according to organisational strategy 1.2 Collect and analyse information for the achievement of work task 1.3 Share ideas and information with relevant internal and external stakeholders according to work task 1.4 Develop strategy for completion of work task in collaboration with work team |
| 2. Lead workplace | 2.1 Identify and implement methods to facilitate collaboration to |

| ELEMENT | PERFORMANCE CRITERIA |
|----------------------|--|
| relationships | <p>complete work task</p> <p>2.2 Support colleagues experiencing difficulties fulfilling work requirements</p> <p>2.3 Manage conflict constructively within the organisation's processes and parameters of own role</p> <p>2.4 Communicate work progress to relevant internal and external stakeholders</p> |
| 3. Review leadership | <p>3.1 Seek feedback on relationship management for work task from relevant stakeholders</p> <p>3.2 Analyse feedback on relationship management</p> <p>3.3 Evaluate personal performance in leading workplace relationships</p> <p>3.4 Identify areas of improvement for leading workplace relationships future work tasks</p> |

Foundation Skills

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

| SKILL | DESCRIPTION |
|---------------------------|---|
| Reading | <ul style="list-style-type: none"> Collects, analyses and evaluates textual information from a range of resources to inform improvement strategies |
| Oral Communication | <ul style="list-style-type: none"> Selects or adjusts communication style to maintain effectiveness of interaction and build and maintain engagement consistent with organisational requirements |
| Initiative and enterprise | <ul style="list-style-type: none"> Identifies and follows legislative and organisational requirements relevant to own role |
| Teamwork | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with diverse stakeholders Adapts personal communication style to build trust and positive working relationships and to show respect for the opinions, values and particular needs of others Plays a lead role in situations requiring effective collaboration, demonstrating conflict resolution skills and ability to engage and motivate others |
| Planning and organising | <ul style="list-style-type: none"> Plans and implements activities and processes to manage and review work performance Systematically gathers and analyses all relevant information to |

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| | formulate and evaluate possible solutions to difficulties |
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Unit Mapping Information

Supersedes and is equivalent to BSBLDR402 Lead effective workplace relationships.

Links

Companion Volume Implementation Guide is found on VETNet -

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