Assessment Requirements for BSBLDR511 Develop and use emotional intelligence

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Performance Evidence

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Evidence of the ability to:

- conduct an analysis to identify own emotional strengths, weaknesses, stressors, emotional states and triggers, incorporating feedback from others
- identify workplace situations and environments that may trigger an emotional response
- model behaviours that demonstrate management of emotions
- recognise the impact that cultural behaviours and beliefs may have on workplace interactions
- recognise and respond to the emotional states of others
- use emotional intelligence of self and others to enhance team performance
- promote the development of emotional intelligence in others.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role:

- Key features of emotional intelligence principles and strategies
- Key elements of the relationship between emotionally effective people and the attainment of business objectives
- Key strategies for communicating with a diverse workforce which has varying cultural expressions of emotion
- Key features of emotional intelligence in the context of building workplace relationships.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant workplace documentation and resources
- case studies or, where possible, real situations
- 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 guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

PwC's Skills for Australia