BSBWOR203B Work effectively with others

Release: 1
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Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
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</table>
| Release 1 | This version first released with *BSB07 Business Training Package version 6.0*.  
Revised unit. Required knowledge and Range Statement changed to include environmentally sustainable practices  
Replaces BSBWOR203A Work effectively with others |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.

Application of the Unit

This unit applies to individuals who perform a range of routine tasks using a limited range of practical skills and fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
### Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th><strong>Element</strong></th>
<th><strong>Performance Criteria</strong></th>
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<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
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### Elements and Performance Criteria

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<th><strong>Element</strong></th>
<th><strong>Performance Criteria</strong></th>
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| 1. Develop effective workplace relationships | 1.1 Identify own **responsibilities and duties** in relation to **workgroup members** and undertake activities in a manner that promotes cooperation and good relationships  
1.2 Take time and resource constraints into account in fulfilling work requirements of self and others  
1.3 Encourage, acknowledge and act upon constructive **feedback** provided by others in the workgroup |
| 2. Contribute to workgroup activities | 2.1 Provide **support to team members** to ensure workgroup goals are met  
2.2 Contribute constructively to workgroup goals and tasks according to organisational requirements  
2.3 Share **information** relevant to work with workgroup to ensure designated goals are met  
2.4 Identify and plan **strategies/opportunities for improvement** of workgroup in liaison with workgroup |
| 3. Deal effectively with issues, problems and conflict | 3.1 Respect differences in personal values and beliefs and their importance in the development of relationships  
3.2 Identify any linguistic and cultural differences in communication styles and respond appropriately  
3.3 Identify issues, problems and conflict encountered in the workplace  
3.4 Seek assistance from workgroup members when issues, problems and conflict arise and suggest possible ways of dealing with them as appropriate or refer them to the appropriate person |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to read and understand the organisation’s policies and work procedures, to write simple instructions for particular routine tasks and to interpret information gained from correspondence
- communication skills to request advice, to receive feedback and to work with a team
- technology skills to select and use technology appropriate to a task
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - occupational health and safety (OHS)
  - environmentally sustainable work practices
- organisational policies, plans and procedures
- workgroup member responsibilities and duties, and relationship to individual responsibilities and duties.
## Evidence Guide

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.*

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • providing support to team members to ensure goals are met  
• seeking feedback from clients and/or colleagues and taking appropriate action  
• knowledge of appropriate conflict resolution techniques. |

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<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
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| Access to an actual workplace or simulated environment  
Access to office equipment and resources  
Examples of customer complaints or staff conflict. |

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<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
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</table>
| Direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate  
Analysis of responses to case studies and scenarios  
Demonstration of techniques  
Observation of demonstrated techniques in resolving conflict  
Observation of presentations  
Review of documentation identifying and planning strategies/opportunities for workgroup improvement. |

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<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
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</table>
| Interpersonal communication units  
Other industry capability units. |
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Responsibilities and duties may include: | Code of Conduct  
job description and employment arrangements  
organisation’s policy relevant to work role  
skills, training and competencies  
supervision and accountability requirements including OHS  
environmentally sustainable working practices  
team structures. |
|-----------------------------------------|--------------------------------------------------|
| Workgroup members may include:         | coach/mentor  
other members of the organisation  
peers/work colleagues/team/enterprise  
supervisor or manager. |
| Feedback on performance may include:   | formal/informal performance appraisals  
obtaining feedback from clients  
obtaining feedback from supervisors and colleagues  
personal, reflective behaviour strategies  
routine organisational methods for monitoring service delivery. |
| Support to team members may include:   | explaining/clarifying  
helping colleagues  
problem-solving  
providing encouragement  
providing feedback to a team member  
undertaking extra tasks if necessary. |
| Information to be shared may include:  | acknowledging satisfactory performance  
acknowledging unsatisfactory performance  
assisting a colleague  
clarifying the organisation’s preferred task completion methods  
encouraging colleagues  
open communication channels  
workplace hazards, risks and controls. |
| Strategies/opportunities for            | career planning/development  
coaching, mentoring and/or supervision |
**improvement** may include:

- formal/informal learning programs
- internal/external training provision
- performance appraisals
- personal study
- recognition of current competence (RCC)/skills recognition/initial assessment
- work experience/exchange/opportunities
- workplace skills assessment.

**Unit Sector(s)**

Industry Capability – Workplace Effectiveness

**Custom Content Section**

Not applicable.