



Australian Government

DEFGEN029 Lead successful workplace relations

Release: 1

DEFGEN029 Lead successful workplace relations

Modification History

Release 1. This is the first release of this unit of competency in the DEF Defence Training Package.

Application

This unit describes the skills required to develop and maintain successful working relationships in the Defence environment.

This unit applies to those working in a management and leadership role in Defence.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to financial management.

Those undertaking this unit would work independently or as part of a team, under indirect supervision. They must be able to use discretion and judgement and take responsibility for the quality of their outputs. They would perform complex tasks in familiar context.

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

Pre-requisite Unit

Not applicable.

Competency Field

General

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Manage ideas and

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Ensure strategies and processes are in place to

information		communicate information to all co-workers
	1.2	Develop and implement consultation processes to ensure that colleagues have the opportunity to contribute to issues related to their work role
	1.3	Facilitate feedback to colleagues on outcomes of the consultation processes
	1.4	Develop and implement processes to ensure that issues raised are resolved promptly or referred to relevant personnel
2 Establish systems to develop trust and confidence	2.1	Establish and implement processes to ensure that the organisation's cultural diversity and ethical values are adhered to
	2.2	Gain and maintain the trust and confidence of colleagues and external contacts through professional conduct
	2.3	Adjust own interpersonal communication style to meet the organisation's cultural diversity and ethical environment
3 Manage the development and maintenance of networks and relationships	3.1	Use networks to build workplace relationships providing identifiable outcomes for the team and the organisation
	3.2	Conduct ongoing planning to ensure that effective internal and external workplace relationships are developed and maintained
4 Foster cooperation between teams	4.1	Identify teams or individuals where cooperation would enhance work outcomes
	4.2	Discuss areas where greater cooperation would yield benefits
	4.3	Agree to and implement strategies to achieve greater cooperation in these areas
5 Manage difficulties to achieve positive outcomes	5.1	Develop and implement strategies to ensure that difficulties in workplace relationships are identified and resolved
	5.2	Establish processes and systems to ensure that conflict is identified and managed constructively
	5.3	Provide guidance, counselling and support to assist

co-workers in resolving their work difficulties

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6bdbab1e-11ed-4bc9-9cba-9e1a55d4e4a9>