



Australian Government

Department of Education, Employment and Workplace Relations

MTMPSR405C Build productive and effective workplace relationships

Release: 1

MTMPSR405C Build productive and effective workplace relationships

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to develop, maintain and model positive workplace relationships.
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Application of the Unit

Application of the unit	Effective workplace relationships contribute to a productive working environment and minimise conflict and disruption. This unit is particularly suitable for first line managers, including supervisors and team leaders working in a meat industry context.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	

Employability Skills Information

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

Elements describe the essential outcomes of a unit of competency.	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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Gather and present information and ideas to do the job	<p>1.1. Information from appropriate sources is utilised to fulfil workplace responsibilities and to develop and refine alternative processes and solutions.</p> <p>1.2. Communication methods take into account the purpose and the audience, including social and cultural diversity.</p> <p>1.3. Communication strategies are used to keep people informed and up-to-date on enterprise or department directions and activities.</p> <p>1.4. Clear and unambiguous guidance and direction is provided to others, consistent with workplace responsibilities.</p> <p>1.5. Input from internal and external sources is sought and valued in developing and refining new ideas and approaches.</p>
2. Develop trust and confidence	<p>2.1. People are treated with integrity, respect and empathy.</p> <p>2.2. Enterprise's social, ethical and business standards are used to develop and maintain positive relationships.</p> <p>2.3. Trust and confidence of colleagues, customers and suppliers is gained and maintained through competent performance.</p> <p>2.4. Interpersonal styles and methods are adjusted to the social and cultural environment.</p>
3. Build and maintain networks and relationships	<p>3.1. Networking is used to identify and build relationships.</p> <p>3.2. Identifiable benefits for the team and organisation are provided through networks and other work relationships with stakeholders.</p>
4. Manage difficulties to achieve positive outcomes	<p>4.1. Problems are identified and analysed and action is taken to rectify the situation with minimal disruption to performance.</p> <p>4.2. Colleagues receive guidance and support to resolve their work difficulties.</p> <p>4.3. Pro-active strategies are used to manage individual's performance, within the organisation's processes.</p> <p>4.4. Conflict is managed constructively within the organisation's processes.</p> <p>4.5. Difficult situations are negotiated to achieve results</p>

ELEMENT	PERFORMANCE CRITERIA
	acceptable to participants, and which meet organisation and legislative requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- accept and provide constructive feedback
- contribute to and support meetings (e.g. team, department and maintenance).
- cooperate with other supervisors and managers
- maintain currency of knowledge through independent research or professional development
- demonstrate problem-solving and negotiation skills in a range of circumstances
- develop and implement consultative and participative approaches within own work responsibilities
- encourage and respond to individual and team contributions
- gather and analyse alternative viewpoints, ideas and information to develop processes and strategies
- identify and apply relevant *Occupational Health and Safety (OH&S)*, *regulatory* and *workplace requirements*
- introduce strategies for improving workplace relationships (e.g. coaching and mentoring)
- locate and evaluate information from a range of sources, using a range of available resources
- mentor and counsel individuals and teams, within enterprise procedures
- model positive and effective communication and interaction strategies in the performance of responsibilities
- monitor and diffuse potential conflicts and disputes, applying a range of strategies
- observe and respect enterprise confidentiality requirements and individual's privacy requests
- provide direction, instruction and guidance in ways that encourage cooperation
- recognise and discuss alternative suggestions, viewpoints and proposals
- resolve differences between employees, within enterprise processes
- review own actions and attitudes and describe their impact on others in the work environment

REQUIRED SKILLS AND KNOWLEDGE

- seek feedback from colleagues and networks on own ideas and performance
- take action to improve own work practice as a result of self-evaluation, feedback from others, or in response to changed work practices or technology
- use available information and communications technology to facilitate two-way communication and understanding
- use enterprise's established procedures to handle grievances and complaints
- work collaboratively with individuals in planning, reviewing and improving performance

Required knowledge

Knowledge of:

- impact of the enterprise's social, ethical and business standards on workplace relationships
- factors which influence workplace relationships (e.g. cultural and social characteristics, past experience and industrial approaches)
- networks and other sources of information which could assist in the development of workplace relationships and build own knowledge and expertise
- strategies for building networks

Evidence Guide

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.

Overview of assessment

The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects of competency over time.

These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence.

Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence.

All assessment must be conducted against Australian meat industry standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Context of and specific resources for assessment

Resources may include:

- real work environment
- relevant documentation such as:
 - workplace policies and procedures
 - regulatory requirements
- relevant equipment and materials.

Method of assessment

Recommended methods of assessment include:

- assignments
- debriefs
- workplace referee or third-party report of performance over time.

Assessment practices should take into account any

EVIDENCE GUIDE	
	relevant language or cultural issues related to Aboriginality or Torres Strait Islander, gender, or language backgrounds other than English. Language and literacy demands of the assessment task should not be higher than those of the work role.
Guidance information for assessment	A current list of resources for this unit of competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

Range Statement

RANGE STATEMENT	
<p>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.</p>	
<p>Information may be from internal and external sources and include:</p>	<ul style="list-style-type: none"> • documents, manuals, publications • enterprise, industry and professional or research reports • input from specialist personnel • networks • team contributions and input.
<p>Communication may:</p>	<ul style="list-style-type: none"> • be spoken, written, non-verbal and include the use of signs, signals, symbols and pictures • be with colleagues, team members, superiors, customers, clients, external parties from a range of cultural, social and ethnic backgrounds • involve interpreting the needs of internal or external customers • involve presentation of explanations and reports in language styles suitable for the audience and include everyday workplace language, technical and mathematical language • involve reading workplace documents which may include status reports, plans and projections, technical manuals, industry

RANGE STATEMENT	
	<p>journals and financial records</p> <ul style="list-style-type: none"> require use of mathematical terms and may relate to product and product quality, price, sales and turnover, profits and losses, return and new custom, market penetration, advertising distribution and coverage require negotiation, persuasion and assertiveness skills.
Diversity of individuals may include:	<ul style="list-style-type: none"> ability age, gender, language group ethnicity, culture and social or economic background.
Enterprise social, ethical and business standards may include:	<ul style="list-style-type: none"> 'can do' service etc fairness, equity, respect, honesty politeness, cooperativeness, promptness.
Networks may:	<ul style="list-style-type: none"> be special interest (e.g. professional, technical, OH&S) be with customers and clients internal (e.g. supervisors) involve other industries, government and community agencies and groups.
Workplace relationships may be with:	<ul style="list-style-type: none"> colleagues and peers customers, clients and suppliers employees under supervision superiors team/department/section members.
Stakeholders may include:	<ul style="list-style-type: none"> company owners, directors, shareholders, financiers competitors management and employees suppliers, customers, consumers unions and employer associations.
OH&S requirements may include:	<ul style="list-style-type: none"> enterprise OH&S policies, procedures and programs hygiene and sanitation requirements OH&S legal requirements Personal Protective Equipment (PPE) which may include: <ul style="list-style-type: none"> coats and aprons ear plugs or muffs

RANGE STATEMENT	
	<ul style="list-style-type: none"> • eye and facial protection • head-wear • lifting assistance • mesh aprons • protective boot covers • protective hand and arm covering • protective head and hair covering • uniforms • waterproof clothing • work, safety or waterproof footwear • requirements set out in standards and codes of practice.
Regulatory requirements may include:	<ul style="list-style-type: none"> • animal welfare • commercial law including fair trading, trade practices • consumer law • corporate law, including registration, licensing, financial reporting • environmental and waste management • Equal Employment Opportunity (EEO), anti discrimination and sexual harassment • Export Control Act • industrial awards, agreements • relevant Australian standards • relevant regulations • state and territory regulations regarding meat processing • taxation.
Workplace requirements may include:	<ul style="list-style-type: none"> • enterprise ethical standards, values and obligations • enterprise-specific procedures, policies and plans • OH&S requirements • Quality Assurance (QA) requirements • Standard Operating Procedures (SOPs) • the ability to perform the task to production requirements • work instructions.

Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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