



Australian Government

RIILAT402D Provide leadership in the supervision of diverse work teams

Release: 1

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Modification History

Release	Comment
1	This is the first release of this unit.

Application

This unit describes a participant's skills and knowledge required for providing leadership in the supervision of diverse work teams in the Resources and Infrastructure Industries.

This unit is appropriate for those working in supervisory roles.

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

Elements and Performance Criteria

1. Identify the support requirements for diverse work teams	<p>1.1 Determine the scope and boundaries of the supervisory role in line with organisation policies, procedures and objectives in the employment and supervision of diverse work teams</p> <p>1.2 Identify the strengths and support requirements of diverse work teams</p> <p>1.3 Establish realistic expectations and conditions with stakeholders through negotiation</p> <p>1.4 Discuss the benefits of mentoring with stakeholders and establish agreement on relationships and conditions</p> <p>1.5 Identify and explore cultural factors, obligations and potential conflict using appropriate networks to effectively support and lead work group</p> <p>1.6 Apply a framework for performance expectations consistent with the organisation's objectives, values and practices</p> <p>1.7 Aim for diversity in selecting and recruiting staff</p>
2. Facilitate support for diverse work teams	<p>2.1 Use a range of strategies to support, report on and promote the development of diverse team members in the work role and environment</p> <p>2.2 Develop work practices that acknowledge diversity, identify unconscious bias and encourage team members to develop empathy,</p>

	<p>respect, and collaboration</p> <p>2.3 Provide encouragement and advice to support decision making which is consistent with personal and workplace goals and career development</p> <p>2.4 Use appropriate networks to provide assistance to team members</p> <p>2.5 Provide information, guidance and constructive feedback incorporating reflective practice to enhance engagement in the workplace</p> <p>2.6 Address cultural differences, and personal and workplace barriers consistent with maintaining positive support and relationships</p>
3. Monitor individual and team performance and relationships	<p>3.1 Provide planning guidance and support in a form and style to suit team member and workplace requirements</p> <p>3.2 Provide regular and consistent feedback on progress towards achieving agreed expectations and personal and workplace goals</p> <p>3.3 Recognise and negotiate changes in behaviour, expectations and outcomes with appropriate stakeholders</p> <p>3.4 Recognise potential and experienced tension and conflict and seek advice and support to provide resolutions</p> <p>3.5 Consult with team, other supervisors, mentors, and management to ensure corporate, workplace, team and individual goals are achieved</p> <p>3.6 Address allegations of harassment, discrimination, bullying and complaints according to established organisational procedures</p>
4. Contribute to the effectiveness of support strategies for diverse team members	<p>4.1 Identify the benefits of a diverse work team and promote diversity within the workplace</p> <p>4.2 Contribute to the identification of practices and approaches that achieve individual and organisational diversity objectives</p> <p>4.3 Share ideas and suggestions on the challenges and barriers for supporting diverse work teams and improving individual and organisational outcomes</p>

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit. Further information is available in the Resources and Infrastructure Industry Training Package Companion Volume.

Unit Mapping Information

Code and title Current version	Code and title Previous version	Comments	Equivalence status
RIILAT402D Provide leadership in the supervision of diverse work teams	This is the first release of this unit	Release 1	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>