



Australian Government

RIILAT601E Manage group processes

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to manage group processes in the resources and infrastructure industries.

It applies to those who work in management roles. They are generally responsible for the outcomes of others and contribute to the development of solutions to non-routine problems.

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Develop working relationship frameworks and processes	1.1 Obtain, interpret and confirm work requirements 1.2 Access, interpret and apply documentation required to manage group processes 1.3 Analyse the organisational culture, worksite culture, work environment and develop an appropriate management style 1.4 Conduct consultation and negotiation about proposed activities at appropriate times and in a manner which encourages open, frank discussion 1.5 Identify and analyse the benefits that can be achieved from the diversity of individuals to enhance workplace harmony 1.6 Establish processes designed that ensures others participation in decision making 1.7 Provide clear and concise timely information about organisational plans and activities, emerging threats and opportunities to relevant personnel 1.8 Establish and develop processes and rules to ensure that others are treated with respect

ELEMENT	PERFORMANCE CRITERIA
	1.9 Discuss evaluation of work and workplace behaviour directly with the individual concerned and maintain the confidentiality of the feedback given 1.10 Provide verbal and written reports on activities, progress, results and achievements in a timely and accurate manner 1.11 Ensure that proposals for action are clear and realistic
2. Negotiate work plans with teams and individuals to achieve objectives	2.1 Plan work targets from organisational and worksite goals 2.2 Plan work methods to maximise the use of available resources 2.3 Assess the degree of direction required by individuals and use to best effect in overall work planning 2.4 Agree to realistic work targets with individuals and teams to optimise the use of resources and existing skills 2.5 Design work targets and methods to ensure that objectives are achieved 2.6 Clearly define and record in writing team and individual responsibilities and limits of authority 2.7 Ensure that allocated work activities provide individuals with suitable learning opportunities
3. Manage inter-group and intra-group processes	3.1 Promote clear and relevant work values indicating the limits of acceptable practice 3.2 Promptly identify potential and actual conflicts between personnel and take actions to deal with them as soon as is practicable 3.3 Address problems and conflicts adequately to achieve timely resolution 3.4 Handle differences of opinion in ways that minimise offence and conflict to ensure respect is maintained 3.5 Implement performance management strategies 3.6 Maintain written records of conflict, consultation process and strategies used to resolve conflict according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	Articulates requirements and responsibilities clearly and distinctively, using industry standard technical language intended for audience and environment

SKILL	DESCRIPTION
Reading	Identifies and interprets relevant information from workplace procedures, documentation and regulations
Problem solving	Identifies a range of factors that impact on a decision, including own values and principles, the needs, power, values, beliefs and assumptions of stakeholders

Unit Mapping Information

Supersedes and is equivalent to RIILAT601D Manage group processes.

Links

Companion Volume implementation guides is found on VETNet -

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