



Australian Government

TLIE0001 Apply effective stakeholder engagement

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply effective stakeholder engagement in the transport sector.

It includes developing effective communication techniques with stakeholders, applying conflict resolution/negotiation skills to address issues/incidents, facilitating group discussions and reviewing outcomes of engagement with stakeholders.

Work is performed under minimal supervision.

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

Pre-requisite Unit

Not applicable.

Competency Field

E - Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Develop effective communication techniques with stakeholders

PERFORMANCE CRITERIA

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

1.1 Strategies for engaging with stakeholders are developed, implemented and reviewed as required to ensure individual and workplace effectiveness is maximised

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| | <ul style="list-style-type: none">1.2 Special communication needs are considered and addressed to meet diversity and inclusion of stakeholders in accordance with workplace requirements1.3 Issues are identified and clarified with stakeholders to promote effective operation of the workplace1.4 Relevant communication techniques are selected and applied when communicating with stakeholders in accordance with workplace procedures1.5 Written communication methods including electronic mediums are succinct and clear, and match the audience and the purpose1.6 Feedback and advice is given and sought in a way which reflects current identified best practice in communication1.7 Confidentiality of information conveyed is respected and maintained in accordance with workplace procedures1.8 Relevant work-related networks and relationships are developed and maintained to meet stakeholder needs in accordance with workplace procedures1.9 Contractual obligations of stakeholders are identified and clarified in accordance with workplace procedures |
| 2 Apply conflict and negotiation techniques with stakeholders | <ul style="list-style-type: none">2.1 Strategies to manage difficult conversations are applied with stakeholders to minimise conflict and improve delivery service2.2 Conflict resolution strategies are used in a way which leads to a mutually acceptable outcome2.3 Negotiation strategies are used in a way which leads to a mutually acceptable outcome2.4 Control and objectivity is maintained in conflict and aggressive situations during stakeholder engagement2.5 Incidents involving conflict and aggressive behaviour are reported to relevant person/s in accordance with workplace procedures and relevant authorities |
| 3 Facilitate group discussions | <ul style="list-style-type: none">3.1 Strategies to encourage all group members to participate are used including seeking and acknowledging |

contributions from all members

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| | 3.2 | Objectives and agendas for meetings and discussions are set and followed and stakeholders are briefed about the meeting's purpose and proposed agenda to be put forward |
| | 3.3 | Relevant information is provided to groups as appropriate to facilitate outcomes |
| | 3.4 | Meeting structure, timeframes and protocols are agreed and adhered to in accordance with workplace procedures |
| | 3.5 | Meeting content is planned, prepared and aligned to the purpose of the meeting and workplace goals and objectives |
| 4 | Review outcomes of engagement | |
| | 4.1 | Feedback is sought and analysed about how the information was conveyed and the effectiveness of the engagement strategy utilised |
| | 4.2 | Enquires and relevant information are followed up post meeting ensuring action items are achieved in accordance with workplace procedures |

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit. No equivalent unit.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>