



Australian Government

AMPX412 Build productive and effective workplace relationships

Release: 1

AMPX412 Build productive and effective workplace relationships

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to develop, maintain and model positive workplace relationships.

Effective workplace relationships contribute to a productive working environment and minimise conflict and disruption. This unit is applicable to first line managers, including supervisors and team leaders, working in a meat industry context.

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

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

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Gather and present information and ideas relevant to the job	1.1 Utilise information from appropriate sources to fulfil workplace responsibilities and to develop and refine alternative processes and solutions 1.2 Apply communication methods to take into account the purpose

Element	Performance criteria
	and the audience, including social and cultural diversity 1.3 Use communication strategies to keep relevant personnel informed about enterprise or department directions and activities 1.4 Provide clear and unambiguous guidance and direction to others, consistent with workplace responsibilities 1.5 Seek and value input from internal and external sources when developing and refining new ideas and approaches
2. Develop trust and confidence	2.1 Treat people with integrity, respect and empathy 2.2 Use enterprise social, ethical and business standards to develop and maintain positive relationships 2.3 Gain and maintain trust and confidence of colleagues, customers and suppliers through competent performance 2.4 Adjust interpersonal styles and methods to the social and cultural environment
3. Build and maintain networks and relationships	3.1 Use networking to identify and build relationships 3.2 Provide identifiable benefits for the team and organisation through networks and other work relationships with stakeholders
4. Manage difficulties to achieve positive outcomes	4.1 Identify and analyse problems and take action to rectify them with minimal disruption to performance 4.2 Ensure colleagues receive guidance and support to resolve their work difficulties 4.3 Use pro-active strategies to manage individual performance in accordance with organisational processes 4.4 Manage conflict constructively in accordance with organisational processes 4.5 Negotiate difficult situations to achieve results which are acceptable to participants and also meet organisational and legislative requirements

Foundation Skills

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

Range of Conditions

Unit Mapping Information

MTMPSR405C Build productive and effective workplace relationships	E
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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX412 Build productive and effective workplace relationships

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Performance Evidence

The candidate must develop, maintain and model positive workplace relationships. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- accept and provide constructive feedback
- contribute to and support meetings (including team, department and maintenance meetings)
- cooperate with other supervisors and managers
- locate and evaluate information from a range of sources, using a range of available resources including the internet and journals
- 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 practices
- 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 workplace health and safety, regulatory and workplace requirements
- introduce strategies for improving workplace relationships (including coaching and mentoring)
- mentor and counsel individuals and teams, within enterprise procedures
- model positive and effective communication and interaction strategies while performing responsibilities
- monitor and diffuse potential conflicts and disputes, applying a range of strategies including the enterprise's established procedures
- resolve differences between employees, within enterprise processes
- 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
- review own actions and attitudes and describe their impact on colleagues
- seek feedback from colleagues and networks on own ideas and performance
- use available information and communications technology to facilitate two-way communication and understanding

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- the impact of enterprise social, ethical and business standards on workplace relationships
- factors which influence workplace relationships, including cultural and social characteristics, past experiences and industrial approaches
- networks and other sources of information which could assist in developing workplace relationships and building own knowledge and expertise
- strategies for building networks

Assessment Conditions

The candidate must demonstrate competency through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Assessment must be conducted under typical operating and production conditions for the enterprise.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

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