



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
---	---

Links

Companion Volume implementation guides are found in VETNet -

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