



Australian Government

BSBLDR301 Support effective workplace relationships

Release: 1

BSBLDR301 Support effective workplace relationships

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to gather information and support effective relationships and networks, with particular regard to communication and representation.

The unit applies to individuals who use leadership skills to support the development of teams and help facilitate communication between team members.

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

Unit Sector

Social Competence – Leadership

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. Gather information and ideas	1.1 Identify information on work roles and objectives of work team 1.2 Locate and communicate to work team organisational processes for communication and teamwork 1.3 Establish scope of own role 1.4 Seek contributions for refining ideas and approaches to teamwork and communication according to organisational processes 1.5 Identify and consult with team members on potential work-related issues
2. Develop team relationships and networks	2.1 Encourage communication within team according to organisation's social, ethical and business policies and procedures 2.2 Adjust interpersonal styles and methods in relation to the

ELEMENT	PERFORMANCE CRITERIA
	organisation's social and cultural environment 2.3 Identify and use workplace networks to help build relationships 2.4 Identify and describe the value of networks and other work relationships for the team and the organisation
3. Contribute to positive team outcomes	3.1 Identify issues to be rectified within own level of responsibility and according to organisational and legal requirements 3.2 Support colleagues in resolving work difficulties related to own level of responsibility, according to organisational and legal requirements 3.3 Review team outcomes and implement improvements in consultation with relevant personnel 3.4 Contribute constructively to conflict resolution according to organisational policies and processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	Applies textual information to determine regulatory requirements and adhere to job processes and internal policies
Writing	- Uses appropriate language to record key information related to the outcomes of the job - Varies writing style to meet requirements of audience and purpose
Oral Communication	- Speaks clearly using tone and pace appropriate for the audience and purpose - Uses appropriate techniques, including active listening and questioning, to clarify information and to confirm understanding
Initiative and enterprise	Takes personal responsibility for adherence to explicit and implicit organisational policies, procedures, standards and legislative requirements within own job role and in all interactions with others
Teamwork	- Adjusts personal communication style in response to diversity of individuals in the work context - Implements strategies to respond appropriately to conflict and poor work performance
Planning and organising	Takes responsibility for planning, sequencing and prioritising tasks for own workload
Technology	Uses familiar digital technologies and systems to access, present and

	communicate information
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Unit Mapping Information

Supersedes and is equivalent to BSBFLM303 Contribute to effective workplace relationships.

Supersedes but is not equivalent to BSBEDU302 Assist in resolution of issues and incidents in an international education environment.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR301 Support effective workplace relationships

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- support the development of at least one team
- facilitate communication between individuals on at least two occasions.

In the course of the above, the candidate must:

- adjust interpersonal style and communications to respond to cultural and social diversity
- apply relationship management and communication skills with a range of people that:
 - demonstrate integrity, respect, empathy and cultural sensitivity and promote trust
 - forge effective relationships with internal and/or external people and help to maintain these networks
 - encourage participation and foster contribution of and respect for ideas and feedback
 - provide support to colleagues to resolve difficulties
- communicate ideas and information to diverse audiences.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- internal and external sources of information to improve organisational processes
- social and ethical requirements, and organisational policies and procedures relevant to communication
- legislative requirements relevant to communication
- strategies required to adapt communication for diverse audiences
- potential team issues including poor work performance
- examples of how work relationships and the cultural and social environment can support or hinder achieving planned outcomes
- techniques for developing positive work relationships and building trust and confidence in a team

- methods and techniques for communicating information and ideas to a range of stakeholders
- common problem-solving methods
- common methods to resolve workplace conflict
- process for monitoring, analysing and introducing ways to improve work relationships
- value of networks and work relationships for the team and the organisation
- own level of responsibility.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources relevant to workplace relationships.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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