



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>