



Australian Government

BSBLDR511 Develop and use emotional intelligence

Release: 1

BSBLDR511 Develop and use emotional intelligence

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Application

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace.

It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.

It applies to managers who are required to identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems as part of their job role. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

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

Unit Sector

Management and Leadership - 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. Identify the impact of own emotions on others in the workplace	1.1 Identify and use evaluation criteria to determine own emotional strengths and weaknesses 1.2 Identify personal stressors and own emotional states related to the workplace 1.3 Analyse and document potential emotional triggers in workplace situations which may require determine appropriate emotional

ELEMENT	PERFORMANCE CRITERIA
	responses 1.4 Evaluate the impact of own workplace behaviours that demonstrate management of emotions 1.5 Use self-reflection and feedback from others to improve development of own emotional intelligence
2. Recognise and address the emotional strengths and weaknesses of others	2.1 Respond to the emotional states of co-workers and assess emotional cues 2.2 Develop a plan for identifying and responding appropriately to a range of cultural expressions of emotions 2.3 Apply techniques to demonstrate flexibility and adaptability in dealing with others 2.4 Demonstrate consideration of the emotions of others when making decisions
3. Promote the development of emotional intelligence in others	3.1 Create opportunities for others to express their thoughts and feelings 3.2 Assist others to understand the effect of their behaviour and emotions on others in the workplace 3.3 Develop and implement plans to encourage the self-management of emotions in others 3.4 Develop and implement plans to encourage others to develop their own emotional intelligence, to build productive relationships, and maximise workplace outcomes
4. Utilise emotional intelligence to maximise team outcomes	4.1 Identify opportunities to utilise emotional intelligence to increase team performance in line with organisational objectives 4.2 Encourage a positive, inclusive emotional climate in the workplace 4.3 Use the strengths of workgroup members to achieve team and/or organisational objectives

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
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Learning	Identifies and uses strategies to improve own emotional intelligence
Oral communication	- Uses appropriate language and nonverbal features to present information and seek feedback - Uses listening and questioning skills to elicit the views of others and to clarify or confirm understanding
Interact with others	- Reflects on personal attributes and considers the impact on others and modifies approach to support development - Adapts personal communication style to model behaviours, build trust and positive working relationships and to build understanding of emotional intelligence - Leads a collaborative approach, using inquiring and inclusive techniques, to develop understanding and skills that enhances individuals' emotional intelligence
Get the work done	Leads processes to develop, implement and monitor plans and processes to ensure team engagement and effectiveness

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLDR511 Develop and use emotional intelligence	BSBLDR501 Develop and use emotional intelligence	Updates to elements, performance criteria and assessment requirements	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for BSBLDR511 Develop and use emotional intelligence

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Performance Evidence

Performance Evidence

Evidence of the ability to:

- conduct an analysis to identify own emotional strengths, weaknesses, stressors, emotional states and triggers, incorporating feedback from others
- identify workplace situations and environments that may trigger an emotional response
- model behaviours that demonstrate management of emotions
- recognise the impact that cultural behaviours and beliefs may have on workplace interactions
- recognise and respond to the emotional states of others
- use emotional intelligence of self and others to enhance team performance
- promote the development of emotional intelligence in others.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role:

- Key features of emotional intelligence principles and strategies
- Key elements of the relationship between emotionally effective people and the attainment of business objectives
- Key strategies for communicating with a diverse workforce which has varying cultural expressions of emotion
- Key features of emotional intelligence in the context of building workplace relationships.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant workplace documentation and resources
- case studies or, where possible, real situations
- interaction with others.

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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