



Australian Government

BSBPEF502 Develop and use emotional intelligence

Release: 1

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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 develop and use emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the workplace.

The unit applies to individuals 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. These individuals may be responsible for leading a team or work area.

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

Unit Sector

Critical Thinking & Problem Solving – Personal Effectiveness

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. Prepare to develop emotional intelligence	1.1 Develop evaluation criteria for assessing emotional strengths and weaknesses 1.2 Assess emotional strengths and weaknesses against evaluation criteria 1.3 Identify and analyse potential emotional stressors in the workplace 1.4 Identify methods for responding to emotional stressors 1.5 Seek feedback from others to identify and confirm methods for responding to emotional stressors in the workplace
2. Develop emotional intelligence	2.1 Analyse and document emotional responses of co-workers 2.2 Develop a plan for identifying and responding to a range of

ELEMENT	PERFORMANCE CRITERIA
	emotional expressions 2.3 Apply techniques that indicate flexibility and adaptability in dealing with others in the workplace 2.4 Apply techniques that show consideration for the emotions of others when making decisions 2.5 Consult with relevant stakeholders and identify improvement areas for own emotional intelligence
3. Promote development of emotional intelligence in others	3.1 Identify workplace opportunities for others to express their thoughts and feelings 3.2 Develop tasks for assisting others to understand effect of personal behaviour and emotions on others in the workplace 3.3 Implement identified opportunities and tasks in the workplace according to organisational policy and procedures

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
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
Teamwork	- Identifies 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
Enterprise and Initiative	Leads processes to develop, implement and monitor plans and processes to ensure team engagement and effectiveness

Unit Mapping Information

Supersedes and is equivalent to BSBLDR511 Develop and use emotional intelligence.

Links

Companion Volume Implementation Guide is found on VETNet -

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