



Australian Government

CSCORG022 Manage effective workplace relationships

Release: 1

CSCORG022 Manage effective workplace relationships

Modification History

Release	Comments
1	This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to CSCORG509 Manage effective workplace relationships.

Application

This unit describes the skills required to manage ideas and information, establish systems to develop trust and confidence, manage the development of maintenance and systems and manage difficulties to achieve positive outcomes.

This unit applies to those working in a management role in a range of occupational areas.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit work autonomously, occasionally accessing and evaluating support from a broad range of sources. The role requires organisation, conceptualisation and high level communication skills.

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

Competency Field

Organisational administration and management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Manage ideas and information	1.1 Ensure strategies and processes are in place to communicate information associated with the achievement of work responsibilities to all co-workers. 1.2 Develop and/or implement consultation processes to ensure that

	employees have the opportunity to contribute to issues related to their work role. 1.3 Facilitate feedback to employees on outcomes of the consultation processes. 1.4 Develop and/or implement processes to ensure that issues raised are resolved promptly or referred to relevant personnel.
2. Establish systems to develop trust and confidence	2.1 Establish and/or implement policies to ensure that the organisation's cultural diversity and ethical values are adhered to. 2.2 Gain and maintain the trust and confidence of colleagues and external contacts through professional conduct. 2.3 Adjust own interpersonal communication styles to meet the organisation's cultural diversity and ethical environment and guide and support the work team in their personal adjustment process.
3. Manage the development and maintenance of networks and relationships	3.1 Use networks to build workplace relationships providing identifiable outcomes for the team and the organisation. 3.2 Conduct ongoing planning to ensure that effective internal and external workplace relationships are developed and maintained.
4 Manage difficulties to achieve positive outcomes	4.1 Develop and/or implement strategies to ensure that difficulties in workplace relationships are identified and resolved. 4.2 Establish processes and systems to ensure that conflict is identified and managed constructively in accordance with the organisation's policies and procedures. 4.3 Provide guidance, counselling and support to assist co-workers in resolving their work difficulties. 4.4 Develop and implement an action plan to address any identified difficulties.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy N/A				
Performance variables																								
1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity									

Further information on ACSF and the foundation skills underpinning this unit can be found in the [Foundation Skills Guide](http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide) <http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCORG509 Manage effective workplace relationships.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Assessment Requirements for CSCORG022 Manage effective workplace relationships

Modification History

Release	Comments
1	These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- interacting with people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- researching, analysing, interpreting and reporting skills to develop strategies and plans
- communicating fluently to support effective workplace relationships
- responding to unexpected demands from a range of people
- understanding consultative processes and using them effectively
- forging effective relationships with internal and/or external people
- developing, maintaining and managing networks
- gaining the trust and confidence of colleagues
- dealing with people openly and fairly
- using coaching and mentoring skills to provide support to colleagues

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- organisation's policies and procedures related to workplace relationships
- work health and safety guidelines related to working safely in organisation environment
- the principles and techniques involved in the management and organisation of:
 - the organisation's strategic and business plans
 - policy development
- workplace relationship building techniques

Assessment Conditions

Validity assessment requires that this unit can be assessed in the workplace or in a closely simulated work environment. Where assessment is part of learning experience, evidence will need to be collected over a period of time, involving both formative and summative assessment.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>