



Australian Government

MSS405011 Manage people relationships

Release: 1

MSS405011 Manage people relationships

Modification History

Release 1. Supersedes and is equivalent to MSS405011A Manage people relationships

Application

This unit of competency covers the ability to manage the human relationship aspects of implementing and operating competitive systems and practices.

This unit requires strong communication, teamwork and problem solving skills to achieve effective relationships that support a competitive systems and practices environment. Initiative, enterprise, planning and organising are also required to ensure relationships are monitored and issues are resolved proactively. The unit also includes aspects of self-management and learning to ensure improvement of own performance and communication skills.

It is suitable for people who work in a managerial, technical specialist or similar role and are expected to encourage others to accept change and increase the quality, quantity and reliability of output consistent with customer requirements.

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

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | | |
|---|--|--|
| 1 | Confirm organisation competitive systems and practices status | <div>1.1 Establish number and status of competitive systems and practices techniques being used within the organisation.</div> <div>1.2 Identify key performance indicators (KPIs) for each technique.</div> <div>1.3 Identify key sections and value stream members responsible for each KPI.</div> <div>1.4 Identify key personnel for communications.</div> |
| 2 | Develop an open environment | <div>2.1 Establish and maintain regular dialogue between all levels and all relevant sections of the organisation.</div> <div>2.2 Encourage a flow of communications in both directions.</div> <div>2.3 Develop and maintain a formal mechanism for the flow of issues, concerns and suggestions in both directions.</div> <div>2.4 Develop and maintain regular and frequent communication with all key stakeholders.</div> |
| 3 | Identify significant issues | <div>3.1 Identify current and potential issues in liaison with relevant team members/stakeholders.</div> <div>3.2 Assist team members/stakeholders to formulate issues.</div> <div>3.3 Identify and define boundary and non-negotiable issues for all team members/stakeholders.</div> <div>3.4 Negotiate with relevant team members/stakeholders over actual and potential issues.</div> |
| 4 | Proactively resolve issues | <div>4.1 Liaise with team members/stakeholders to develop agreed, and where possible, win-win solutions.</div> <div>4.2 Negotiate acceptable solutions, as required, in accordance with company practices/procedures.</div> <div>4.3 Obtain any required official authorisations.</div> <div>4.4 Consult with relevant stakeholders to develop implementation plan.</div> <div>4.5 Implement solution.</div> |

- | | | | |
|---|----------------------------------|-----|--|
| 5 | Monitor ongoing situation | 5.1 | Determine relevant KPIs for plan. |
| | | 5.2 | Check that implementation is proceeding to plan. |
| | | 5.3 | Check for unforeseen consequences. |
| | | 5.4 | Take action to resolve any arising issues. |

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

- | | |
|--|---|
| Competitive systems and practices include one or more of: | <ul style="list-style-type: none">• lean operations• agile operations• preventative and predictive maintenance approaches• statistical process control systems, including six sigma and three sigma• Just in Time (JIT), kanban and other pull-related operations control systems• supply, value, and demand chain monitoring and analysis• 5S• continuous improvement (kaizen)• breakthrough improvement (kaizen blitz)• cause/effect diagrams• overall equipment effectiveness (OEE)• takt time• process mapping• problem solving• run charts• standard procedures |
|--|---|

- current reality tree.

Key personnel for communication include one or more of:

- managers
- supervisors
- workforce delegates
- key opinion shapers, such as employees with specialist technical knowledge.

Formal mechanisms for communication include one or more of:

- noticeboards
- employee circulars
- consultative committees
- staff associations
- union representatives
- team leaders.

Stakeholders include one or more of:

- team members
- personnel officers
- industrial officers
- union delegates
- production management
- human relations management
- financial management
- engineering/technical personnel.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS405011A Manage people relationships

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>