



Australian Government

RIILAT402E Provide leadership in the supervision of diverse work teams

Release: 2

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Modification History

Release	Comments
Release 2	This version first released with RII Resources and Infrastructure Industry Training Package Version 9.0. Editorial corrections.
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to provide leadership in the supervision of diverse work teams in the resources and infrastructure industries.

It applies to those working in supervisory roles. They are generally responsible for the output of others, contribute to the development of technical solutions to non-routine problems and apply management plans to the workplace.

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

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 support requirements for diverse work teams	1.1 Obtain, interpret and confirm work requirements 1.2 Access, interpret and apply documentation required to provide leadership in the supervision of the diverse work teams 1.3 Determine the scope and boundaries of the supervisory role in line with organisation policies, procedures and objectives in the employment and supervision of diverse work teams 1.4 Identify the strengths and support requirements of diverse work teams 1.5 Establish realistic expectations and conditions with stakeholders through negotiation 1.6 Discuss the benefits of mentoring with stakeholders and establish

ELEMENT	PERFORMANCE CRITERIA
	agreement on relationships and conditions 1.7 Identify and explore cultural factors, obligations and potential conflict using appropriate networks to effectively support and lead work group 1.8 Apply a framework for performance expectations consistent with the organisation objectives, values and practices 1.9 Apply strategies to gain diversity in selecting and recruiting staff
2. Facilitate support for diverse work teams	2.1 Use a range of strategies to support, report on and promote the development of diverse team members in the work role and environment according to workplace procedures 2.2 Develop work practices that acknowledge diversity, identify unconscious bias and encourage team members to develop empathy, respect, and collaboration 2.3 Provide encouragement and advice to support decision making which is consistent with personal and workplace goals and career development 2.4 Use appropriate networks to provide assistance to team members 2.5 Provide information, guidance and constructive feedback incorporating reflective practice to enhance engagement in the workplace 2.6 Address cultural differences, and personal and workplace barriers consistent with maintaining positive support and relationships
3. Monitor individual and team performance and relationships	3.1 Provide planning guidance and support in a form and style to suit team member and workplace requirements 3.2 Provide regular and consistent feedback on progress towards achieving agreed expectations and personal and workplace goals 3.3 Recognise and negotiate changes in behaviour, expectations and outcomes with appropriate stakeholders 3.4 Recognise potential and experienced tension and conflict and seek advice and support to provide resolutions according to workplace procedures 3.5 Consult with team, other supervisors, mentors, and management to ensure corporate, workplace, team and individual goals are achieved 3.6 Address allegations of harassment, discrimination, bullying and complaints according to established organisational procedures
4. Contribute to the effectiveness of support strategies for diverse team members	4.1 Identify the benefits of a diverse work team and promote diversity within the workplace 4.2 Contribute to the identification of practices and approaches that achieve individual and organisational diversity objectives 4.3 Share ideas and suggestions on the challenges and barriers for supporting diverse work teams and improving individual and

ELEMENT	PERFORMANCE CRITERIA
	organisational outcomes

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
Writing	Prepares specific information that complies with a range of regulatory requirements, using sector-specific terminology
Oral communication	Articulates requirements and responsibilities clearly and distinctively, using industry standard technical language intended for audience and environment
Reading	Identifies and interprets relevant information from workplace procedures, documentation and regulations
Problem solving	Identifies a range of factors that impact on a decision, including own values and principles, the needs, power, values, beliefs and assumptions of stakeholders

Unit Mapping Information

Supersedes and is equivalent to RIILAT402D Provide leadership in the supervision of diverse work teams.

Links

Companion Volume implementation guides is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>