



**Australian Government**

# **RIILAT601D Manage group processes**

**Release: 2**

## RIILAT601D Manage group processes

### Modification History

| Release | Comment                                                                                                                                                                                                                                                                                                      |
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| 1       | This unit replaces RIILAT601A Manage group processes                                                                                                                                                                                                                                                         |
| 2       | Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm. |

### Application

This unit describes a participant's skills and knowledge required to manage group processes in the Resources and Infrastructure Industries.

This unit is appropriate for those working in a management role.

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

### Elements and Performance Criteria

|                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 Develop working relationship frameworks and processes | <p>1.1 Access, interpret and apply documentation that supports managing groups and ensure the work activity is compliant</p> <p>1.2 Analyse the organisational culture, worksite culture, work environment and develop an appropriate management style</p> <p>1.3 Conduct consultation and negotiation about proposed activities at appropriate times and in a manner which encourages open, frank discussion</p> <p>1.4 Identify and analyse the benefits that can be achieved from the diversity of individuals to enhance workplace harmony</p> <p>1.5 Establish processes designed that ensures others participation in decision making</p> <p>1.6 Provide clear and concise timely information about organisational plans and activities, emerging threats and opportunities at a level and pace appropriate to the individuals concerned</p> <p>1.7 Establish and develop processes and rules to ensure that others are treated with respect</p> <p>1.8 Honour commitments and undertakings entered into with</p> |
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|                                                                         | <p>others</p> <p>1.9 Provide others with sufficient support to achieve work objectives</p> <p>1.10 Discuss evaluation of work and workplace behaviour directly with the individual concerned and maintain the confidentiality of the feedback given</p> <p>1.11 Provide verbal and written reports on activities, progress, results and achievements in a timely and accurate manner</p> <p>1.12 Ensure that proposals for action are clear and realistic</p> <p>1.13 Take constructive steps to resolve disagreements and maintain good working relationships to ensure work objectives are met and workplace harmony maintained</p>                                                             |
| 2 Negotiate work plans with teams and individuals to achieve objectives | <p>2.1 Plan work targets from organisational and worksite goals</p> <p>2.2 Plan work methods to maximise the use of available resources</p> <p>2.3 Assess the degree of direction required by individuals and use to best effect in overall work planning</p> <p>2.4 Agree to realistic work targets with individuals and teams to optimise the use of resources and existing skills</p> <p>2.5 Design work targets and methods to ensure that objectives are achieved</p> <p>2.6 Clearly define and record in writing team and individual responsibilities and limits of authority</p> <p>2.7 Ensure that allocated work activities provide individuals with suitable learning opportunities</p> |
| 3 Manage inter-group and intra-group processes                          | <p>3.1 Promote clear and relevant work values indicating the limits of acceptable practice</p> <p>3.2 Promptly identify potential and actual conflicts between personnel and take actions to deal with them as soon as is practicable</p> <p>3.3 Address problems and conflicts adequately to achieve timely resolution</p> <p>3.4 Handle differences of opinion in ways that minimise offence and conflict to ensure respect is maintained</p> <p>3.5 Implement performance management strategies</p> <p>3.6 Maintain written records of conflict, consultation process and strategies used to resolve conflict</p>                                                                              |

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit. Further information is available in the Resources and Infrastructure Industry Training Package Companion Volume.

## Unit Mapping Information

RIILAT601A Manage group processes

## Links

Companion Volume implementation guides are found in VETNet -

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