



Australian Government

SISXMGT001 Develop and maintain stakeholder relationships

Release: 1

SISXMG001 Develop and maintain stakeholder relationships

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop and maintain an effective relationship with key stakeholders who contribute to and influence the delivery of services.

This unit applies to managers or program coordinators who work with some autonomy. Work is performed according to relevant legislation and organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify the role and function of key stakeholders.

PERFORMANCE CRITERIA

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

- 1.1 Identify key stakeholders and personnel that impact on the organisation and its service delivery.
- 1.2 Access and analyse information on the roles and functions of key stakeholders.
- 1.3 Determine the decision making processes within key stakeholder organisations and their impact on the organisation.
- 1.4 Research types of information and resources available from key stakeholder personnel.

2. Develop and implement strategies to promote effective stakeholder relationships.
 - 2.1 Consult with stakeholders to establish their needs.
 - 2.2 Plan activities to facilitate effective rapport with stakeholders.
 - 2.3 Adopt communication techniques and methods appropriate to the needs of stakeholders.
 - 2.4 Identify and respond to factors that may negatively impact stakeholder communication
 - 2.5 Develop strategies to maintain working relationships with stakeholders.
3. Evaluate stakeholder relationships.
 - 3.1 Seek feedback from stakeholders on communication and engagement activities.
 - 3.2 Assess organisational strategies in developing effective working relationships with stakeholders.
 - 3.3 Modify strategies in consultation with key organisational and stakeholder personnel.

Foundation Skills

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

Unit Mapping Information

SISCCRD304A Work with key stakeholders

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>

Assessment Requirements for SISXMGT001 Develop and maintain stakeholder relationships

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- develop, implement and evaluate strategies to promote effective stakeholder relationships with at least two of the following stakeholder types:
 - government agencies
 - funding agencies
 - community organisations
 - peak bodies
 - boards of management
 - enterprises
 - industry associations
- select and use at least three different techniques and methods for stakeholder communication.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- key stakeholders likely to impact the organisation and the types of strategies and communication methods for building relationships, as specified in the Performance Evidence
- roles and functions of different stakeholders in the industry and how these are changing in relation to:
 - funding
 - management
 - decision-making
 - sponsorship
- organisational policies and procedures for stakeholder relationship management:
 - stakeholder consultation and engagement
 - communication protocols and methods for different situations
 - evaluation measures and criteria
 - conflict resolution procedures
 - information management and security

- strengths and weaknesses of different types of stakeholder communication
- barriers to effective communication with stakeholders and ways to respond
- information and resources of stakeholders:
 - facilities
 - equipment
 - grants or funding
 - personnel
 - services
- legislative requirements relating to communication of information.

Assessment Conditions

Skills must be demonstrated in:

- a workplace or simulated industry environment.

Assessment must ensure use of:

- legislative information related to communication of information
- information about stakeholder groups / organisations
- individuals and groups with whom the candidate builds relationships; these can be:
 - individuals in industry organisations, or
 - individuals who participate in project activities, role plays or simulated activities, set up for the purpose of assessment, within a training organisation.

Assessment activities that allow the individual to:

- plan and implement strategies over time.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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