



Australian Government

TLIE0001 Apply effective stakeholder engagement

Release: 1

TLIE0001 Apply effective stakeholder engagement

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply effective stakeholder engagement in the transport sector.

It includes developing effective communication techniques with stakeholders, applying conflict resolution/negotiation skills to address issues/incidents, facilitating group discussions and reviewing outcomes of engagement with stakeholders.

Work is performed under minimal supervision.

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

Pre-requisite Unit

Not applicable.

Competency Field

E - Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Develop effective communication techniques with stakeholders

PERFORMANCE CRITERIA

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

1.1 Strategies for engaging with stakeholders are developed, implemented and reviewed as required to ensure individual and workplace effectiveness is maximised

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| | <ul style="list-style-type: none">1.2 Special communication needs are considered and addressed to meet diversity and inclusion of stakeholders in accordance with workplace requirements1.3 Issues are identified and clarified with stakeholders to promote effective operation of the workplace1.4 Relevant communication techniques are selected and applied when communicating with stakeholders in accordance with workplace procedures1.5 Written communication methods including electronic mediums are succinct and clear, and match the audience and the purpose1.6 Feedback and advice is given and sought in a way which reflects current identified best practice in communication1.7 Confidentiality of information conveyed is respected and maintained in accordance with workplace procedures1.8 Relevant work-related networks and relationships are developed and maintained to meet stakeholder needs in accordance with workplace procedures1.9 Contractual obligations of stakeholders are identified and clarified in accordance with workplace procedures |
| 2 Apply conflict and negotiation techniques with stakeholders | <ul style="list-style-type: none">2.1 Strategies to manage difficult conversations are applied with stakeholders to minimise conflict and improve delivery service2.2 Conflict resolution strategies are used in a way which leads to a mutually acceptable outcome2.3 Negotiation strategies are used in a way which leads to a mutually acceptable outcome2.4 Control and objectivity is maintained in conflict and aggressive situations during stakeholder engagement2.5 Incidents involving conflict and aggressive behaviour are reported to relevant person/s in accordance with workplace procedures and relevant authorities |
| 3 Facilitate group discussions | <ul style="list-style-type: none">3.1 Strategies to encourage all group members to participate are used including seeking and acknowledging |

contributions from all members

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| 3.2 | Objectives and agendas for meetings and discussions are set and followed and stakeholders are briefed about the meeting's purpose and proposed agenda to be put forward |
| 3.3 | Relevant information is provided to groups as appropriate to facilitate outcomes |
| 3.4 | Meeting structure, timeframes and protocols are agreed and adhered to in accordance with workplace procedures |
| 3.5 | Meeting content is planned, prepared and aligned to the purpose of the meeting and workplace goals and objectives |
| 4 Review outcomes of engagement | |
| 4.1 | Feedback is sought and analysed about how the information was conveyed and the effectiveness of the engagement strategy utilised |
| 4.2 | Enquires and relevant information are followed up post meeting ensuring action items are achieved in accordance with workplace procedures |

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit. No equivalent unit.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE0001 Apply effective stakeholder engagement

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- actioning outcomes of meeting conducted and checking actions are completed
- applying active listening techniques
- applying anger management techniques to diffuse aggressive conversations
- applying appropriate communication methods to convey meeting information to stakeholders
- applying appropriate questioning techniques
- applying appropriate security arrangements to control event
- applying appropriate techniques in giving feedback
- applying appropriate tone to voice and nonverbal/body language techniques
- applying communication techniques to group of people
- applying communication techniques to maintain and develop stakeholder relationships
- applying confidentiality to information conveyed to individuals
- applying relevant time management principles to meetings
- applying transactional analysis techniques during aggressive conversations
- applying transactional analysis techniques during difficult conversations
- applying work health and safety (WHS)/occupational health and safety (OHS)/occupational safety and health (OSH) requirements and workplace procedures to persons engaged in conflict or aggressive behaviour
- chairing meetings to ensure agenda is maintained and timeframes achieved
- clarifying contracts to remove contradictions, ambiguities, uncertainties or misunderstandings in communication
- communicating relevant information effectively with stakeholders
- communicating with minimal unconscious bias
- conveying negative information in a professional manner
- demonstrating clear and concise writing skills in workplace documentation
- determining effectiveness of meeting through analysis of content delivered and testing understanding of individuals in meeting
- facilitating information to groups of people
- identifying and clarifying stakeholder issues
- identifying and documenting stakeholder needs
- identifying special communication needs for individuals

- identifying triggers that impact an individual's ability to communicate effectively
- identifying workplace stakeholder networks
- identifying distribution networks and channels to convey information to internal and external stakeholders
- identifying specific negotiation points to achieve appropriate outcomes
- identifying points of conflict to achieve appropriate outcomes
- maintaining effective operation of job role when communicating with stakeholders
- planning and preparing meeting notes and any relevant visual aids
- planning and preparing meetings and creating agendas for meetings
- presenting information in a logical and sequential order
- reporting and documenting incidents involving conflict and aggressive behaviour to relevant person/s
- seeking feedback and constructive criticism
- using appropriate text, email and social media that match the audience as per workplace procedures

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- anger management techniques when dealing with stakeholder issues, queries and feedback
- assertiveness techniques when dealing with stakeholder issues, queries and feedback
- confidentiality requirements of stakeholders and workplace
- contractual requirements with stakeholders
- effective communication techniques when dealing with stakeholders
- internal and external stakeholders
- meeting etiquette
- negotiation techniques when dealing with stakeholder issues, queries and feedback
- privacy legislation
- relevant authorities and their powers
- relevant communication tools including laptop and smart phone
- relevant diversity and inclusion requirements
- relevant professional feedback techniques when dealing with stakeholders
- relevant unconscious bias information when dealing with stakeholders
- relevant workplace documentation
- relevant workplace procedures
- relevant workplace recording procedures
- security procedures when dealing with aggressive or difficult stakeholders
- time management techniques
- transactional analysis when dealing with stakeholder issues, queries and feedback

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

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