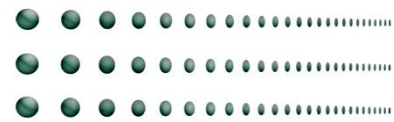




RT0 provider code: 60034

Business Skills  
IT Solutions  
Qualifications



## Building Relationships

National Competency Standard (BSB):

BSBLDR402: Lead effective workplace relationships

BSBLDR502: Lead and manage effective workplace relationships

### Course Objectives

This course defines skills, knowledge and outcomes required to lead and manage effective workplace relationships and promote team cohesion. It includes motivating, mentoring, coaching and developing the team and forming the bridge between the management of the organisation and team members. It also includes establishing and managing processes and procedures to support workplace relationships taking into account the organisation's values, goals and cultural diversity.

### Duration

1 day

### Course Outcomes

1. Understand how to effectively communicate ideas and share information
2. Understand the principles to develop trust and build confidence in your own abilities
3. How to further develop networks and build relationships with internal and external stakeholders
4. How to develop strategies to achieve more positive outcomes, including conflict resolution, guidance, counselling and support.

### Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit(s) of competency outlined above (additional fee applies – please enquire when you book). Exercises completed during the course will be used as evidence towards unit competency. Participants who choose not to be assessed will receive a Certificate of Attendance.

### Course Content

#### Manage ideas and information

- Communicate and share information
- Develop and lead consultation processes
- Develop and/or implement processes for resolving issues

#### Develop trust and confidence

- Cultural diversity and ethical values policies
- Gain and maintain the trust and confidence of stakeholders
- Adjust interpersonal communication styles

#### Manage and develop networks and relationships

- Building workplace relationship networks
- Ongoing planning to develop and maintain workplace relationships

#### Manage difficulties to achieve positive outcomes

- Strategies to identify and resolve difficulties
- Identify and manage conflict constructively
- Guidance, counselling and support
- Develop and implement an action plan to address identified difficulties