



Contents

▶ Unit Overview	5
1. Collect, Analyse and Communicate Information and Ideas	
1.1 Collect Relevant Information from Appropriate Sources and Analyse and Share with the Work Team to Improve Work Performance	7
1.2 Communicate Ideas and Information in a Manner which is Appropriate and Sensitive to the Cultural and Social Diversity of the Audience and any Specific Needs.	10
1.3 Lead Consultation Processes to Encourage Employees to Contribute to Issues Related to their Work, and Promptly Relay Feedback to the Work Team in Regard to Outcomes. . .	14
1.4 Seek and Value Contributions from Internal and External Sources in Developing and Refining New Ideas and Approaches.	19
1.5 Implement Processes to Ensure that Issues Raised are Resolved Promptly or Referred to Relevant Personnel as Required.	23
2. Develop Trust and Confidence as a Leader	
2.1 Treat All Internal and External Contacts With Integrity, Respect and Empathy	27
2.2 Use the Organisation's Social, Ethical and Business Standards to Develop and Maintain Effective Relationships.	30
2.3 Gain and Maintain the Trust and Confidence of Colleagues, Customers and Suppliers Through Competent Performance.	35
2.4 Adjust Interpersonal Styles and Methods to Meet Organisation's Social and Cultural Environment.	37
2.5 Lead and Encourage Other Members of the Work Team to Follow Examples Set According to Organisation's Policies and Procedures.	39
3. Develop and Maintain Networks and Relationships	
3.1 Use Networks to Identify and Build Relationships.	45
3.2 Use Networks and Other Work Relationships to Provide Identifiable Benefits for the Team and Organisation.	51
4. Manage Difficulties into Positive Outcomes	
4.1 Identify and Analyse Difficulties and Take Action to Rectify the Situation Within the Requirements of the Organisation and Relevant Legislation.	56
4.2 Guide and Support Colleagues to Resolve Work Difficulties.	59
4.3 Regularly Review and Improve Workplace Outcomes in Consultation with Relevant Personnel.	62
4.4 Manage Poor Work Performance Within the Organisation's Processes.	70
4.5 Manage Conflict Constructively Within the Organisation's Processes.	74
▶ Case Study	81