

BSBFLM503B Manage effective workplace relationships

1. Manage information and ideas

1.1 Strategies and processes are put in place to ensure that information associated with the achievement of work responsibilities is collected from appropriate sources and communicated to all stakeholders

1.2 Strategic planning and operational planning is conducted to ensure that communication of ideas and information is appropriate to the audience and is sensitive to social and cultural diversity and any special needs

1.3 Consultation processes are developed and/or implemented to ensure that employees have the opportunity to contribute to issues related to their work and that feedback on outcomes of the consultation process is received

1.4 Policies are established and/or implemented to ensure that contributions from internal and external sources are sought and valued in developing and refining new ideas and approaches

1.5 Processes and procedures are developed and/or implemented to ensure that issues raised are resolved promptly or referred to relevant personnel as required

Reference Resources

- Module 3 Gubman2004.pdf
(HR strategy and planning from birth to business result)

Overview of reference resources

The management information related to HR strategy & planning, functional strategies, total quality management, the rise of capabilities, people strategies & result strategies.

What to write

How the information related to human resources matters are managed & planned in strategic planning of an organization and how the consultation policies / processes are established.

2. Establish systems to develop trust and confidence

2.1 Policies are established and/or implemented to ensure that people are treated with integrity, respect and empathy, and that the organisation's social, ethical and business standards are used to develop and maintain effective relationships

2.2 Trust and confidence of employees, colleagues, customers and suppliers is gained and maintained through competent performance

2.3 Own interpersonal styles and methods are adjusted to the organisation's social and cultural environment and members of the work team are guided and supported in their personal adjustment process

Reference Resources

- Workplace relation system .pdf
(Small and Medium Establishments and the New Federal Workplace Relations System)

Overview of reference resources

Awards, unfair dismissal, employees pays and conditions, employer representation, workplace change and trade unions.

What to write

The harmony between employer and employee is an important issue to establish the system to develop trust and confidence. How mutual trust is developed by following the award and

industrial relation system and how the negotiation between employer and employee representatives plays an important role to develop trust and confidence are to be written.

3. Manage the development and maintenance of networks and relationships

3.1 Strategic networks and other work relationships are used to identify and build relationships to provide identifiable benefits for the team and for the organization

3.2 Ongoing planning and implementation are conducted to ensure that effective workplace relationships are developed and maintained

Reference Resources

- HRMT 20008Ass1, 20.11.09
(HRM Strategies)
- labor relations
(Labour relations)

Overview of reference resources

Marketing-oriented models of strategic management, strategic Human Resource Management to explore how organizations strive to achieve competitive advantage for their survival in this highly competitive business world, competitive strategy, Knowledge-based theory, Sustainable competitive advantage, HRM as a resource-based view model

AVOIDING LABOR SHORTAGES BY EMPLOYER SIGNALING: ON THE IMPORTANCE OF GOOD WORK CLIMATE AND LABOR RELATIONS

Certain aspects of labor relations and workplace characteristics exert a significant impact on recruitment success, Observable Company Characteristics as Potential Signals, Potential Signals for Skilled Blue-Collar Workers

What to write

How Marketing-oriented models of strategic management is important in management for development and maintenance of network and industrial relationships of working personnel in an organization. What aspects are important to examine for development and maintenance of networks and relationships.

4. Implement strategies to manage difficulties to achieve positive outcomes

4.1 Strategies are developed and/or implemented to ensure that difficulties are identified and analysed, and that an action plan is developed to rectify the situation in accordance with organisational requirements and relevant legislation

4.2 Guidance, counselling and support are extended to colleagues in their efforts to resolve work difficulties

4.3 Processes to ensure the identification and management of poor work performance are developed and managed within the organisation's processes

4.4 Processes and systems are established to ensure that conflict is identified and managed constructively within the organisation's processes

Reference Resources

- MGMT20085, Assignment 1, 7.12.09
(Operational analysis and effectiveness)
- Managing Stress

Overview of reference resources

The quality of service, Why service quality is declining? How do you start feeling about it?, true leadership role, Operational Concepts, Identify what are the problematic areas, Key Performance Indicators (KPI), Dealing with the stress to overcome the difficult situations, Correct overfunctioning and under-functioning relationships,

What to write

What the factors related to service quality, how the service quality can be maintained, how to cope with the stress to overcome the difficult situation to achieve the positive outcome.

BSBFLM506B Manage workplace information systems

1.Utilise information systems

1.1 Strategies are developed to ensure effective use of organisational information systems, so that information required by teams can be determined and found

1.2 Information held by the organisation is accessed and reviewed to determine suitability, accessibility, currency and reliability

1.3 Strategies are developed to source and obtain information which is not immediately available/accessible

Reference Resources

- Module3Liff1997
(Constructing HR Information System)

Overview of reference resources

Administrative aspect of personnel management, information system as MAPs, concept of skills, relationship between own skill and job skill in company system, data capturing, data interpretation and refining the system, building the better HR information system,

What to write

The success of an organization depends on the skills of working personnel. How HR information system can be best used to run the organization for the most possible benefit.

2.Collect, analyse and review information

2.1 Systems are developed to ensure that collection of information is timely, adequate, relevant to the needs of teams, and is in a format suitable for analysis, interpretation and dissemination.

2.2 Information is analysed to identify and report relevant trends and developments to support the strategic planning process

Reference Resources

- Module6Kochanetal2003
(The effects diversity on business performance: report of the diversity research network.)

Overview of reference resources

Organizational context, the effect of diversity on group process and outcome, how to turn diversity into advantage, data collection, result, business case studies.

What to write

The diversity in the workforce is unavoidable point in an organization. The skills of the working personnel are different. How to acquire the information related to individual's skills, how to collect and interpret the data through the workplace information system and how to turn the diversity into advantage of the organization.

3. Manage the information systems

3.1 Strategies are developed to ensure that management information systems are used effectively to store and retrieve data to aid the decision making process

3.2 Strategies are developed and implemented to ensure that technology available in the work area is used to manage information effectively

3.3 Strategies are developed and implemented to improve the information system, and communicated to designated groups as required

Reference Resources

807A /

- 1.1 Cybersafe network technology
- 1.2 Internet security issue
- 1.3 E learning
- 2.1 Access and equity
- 2.2 Educational emerging technology
- 2.3 Technology impact on life
- 3.1 Rationale/ strategies
- 3.2 Technology change for information age
- 3.3 Implication to educational technology
- Online learning/ Technology impact on life

Overview of reference resources

Use of technology to store the data, learning, internet security, concern on impact of technology and its influence on the reliability of the management information system

What to write

Computer Technology is utilized to store the data related to management information system.

The accuracy of management information relies on data security and reliability. How safe data storage can be achieved, to what extent the technology should be dependent on and how to set up the rationales and strategies to ensure to include the access and equity in workplace information system are to be included.

The sample writing can be found in “NSWTVET807A”

4. Develop business plan/budgets

4.1 Strategies are developed to maximise team involvement in business plans and/or budget preparation in a way which uses their contribution effectively and contributes to gaining support for the outcomes

4.2 Business plans and/or budgets are prepared and presented in accordance with the organisation's guidelines and requirements

4.3 Contingency plans are developed as part of the strategic planning process

5. Manage resource planning

5.1 Resource proposals are developed in consultation with relevant stakeholders using all available planning information

5.2 Estimates of resource needs and use reflect the organisation's business plans, and customer and supplier requirements

5.3 Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes

What to write

It will be an open ended question. You can write the business plan for any business activity such as establishing the contracting work or a shop . The plan should include

- Business plan
- Budget
- Use of resources
- Supplier
- Potential customer
- Team work
- Strategic plan
- Detailed plan

You can concurrently submit with the project report for UEENEEG069B Manage Electrical Project, UEENEEG070B Plan Electrical Project, UEENEEE071B Write the specifications for electrical project units.

BSBFLM509B Facilitate continuous improvement

1. Lead continuous improvement systems and processes

1.1 Strategies are developed to ensure that team members are actively encouraged and supported to participate in decision making processes, and to assume responsibility and exercise initiative as appropriate

1.2 Systems are established to ensure that the organisation's continuous improvement processes are communicated to all stakeholders

1.3 Effective mentoring and coaching processes are developed to ensure that individuals and teams are able to implement and support the organisation's continuous improvement processes

Reference Resources

- mgmt20085_profitability, file1
- mgmt20085_profitability, file2
- Module2BurtonLauridsenObel2004
(The impact of organization climate and strategic fit on firm performance)

Overview of reference resources

Profitability, process, performance, The Link between Value and Investment Results, Profitability Measures, Economic Value Added , Profitability from Operations Resources , Local versus Global Optimization , Measurement Improvement , Decision Tree Analysis , A Broader Approach to Productivity Measurement: The Balanced Scorecard , Average Inventory Calculations, Capacity, Utilization Calculation, efficiency, Facilities, Workforce, Calculating Productivity Measures,

Firm strategy classifying the organization strategy, classifying the organizational climate, competing values, relationship between strategy and organizational climate, Variables used in defining organizational climate, Data analysis, implication for practitioners,

What to write

How to perform the decision making in business, how to ensure to achieve the profit. How to calculate inventory, capacity, efficiency, productivity measure. What are related to the profit. How can the continuous improvement can be sustainable.

What are the factors affecting the climate of an organization, how to set up the strategy for good climate in an organization.

2. Monitor and adjust performance strategies

2.1 Strategies are developed to ensure that systems and procedures including technology are used to monitor operational progress and to identify ways in which planning and operations could be improved

2.2 Customer service strategies and processes are improved through continuous improvement techniques and processes

2.3 Strategies are adjusted and communicated to all stakeholders according to organisational procedures

Reference Resources

- mgmt20085_measurement of performance
(Management of service operation and measurement of performance)
- Module9Hartel1999
(Development and test of two stage model of performance appraisal)

Overview of reference resources

Measurement is needed: for control, to show that progress is being made.

The following key areas for measurement are considered: profitability; market performance resource utilization; people performance.

Additionally, the following methods of measuring are considered: score cards, statistical process control; benchmarking.

Development of performance appraisal model, relationship among judgement task characteristics,

What to write

How to measure the performance, resources utilization, people performance. How to appraise.

3. Manage opportunities for further improvement

3.1 Processes are established to ensure that team members are informed of savings and productivity/ service improvements in achieving the business plan

3.2 Processes include documentation of work team performance to aid the identification of further opportunities for improvement

3.3 Areas which have recorded improvement and opportunities for improvement, are taken into account in all aspects of future planning

Reference Resources

- Module 11 Beer et al. 2004
(Promise and peril in implementing pay for performance)

Overview of reference resources

Pay for performance, setting and method, case examples

What to write

How to motivate the staff for making the good performance for the organization. How to improve team performance improvement.

BSBFLM510B Facilitate and capitalise on change and Innovation

1. Participate in planning the introduction and facilitation of change

1.1 The manager contributes effectively to the organisation's planning processes to introduce and facilitate change

1.2 Plans to introduce change are made in consultation with appropriate stakeholders

1.3 The organisation's objectives and plans to introduce change are communicated effectively to individuals and teams

Reference Resources

- change management, Wk 2, 6.3.09
(Change management)
- Document 26-Change Management Plan & Materials

Overview of reference resources

Images of Managing, Images of Change Outcomes, Palmer's six images, Images of Change Managers, Importance of mental models, Key uses of the six-images, Change management plan, time plan, time line

What to write

What is change management, what are the important aspects in change process, how to provide the good image of the change process. what are the steps to follow.

2. Develop creative and flexible approaches

2.1 A variety of approaches to managing workplace issues and problems are identified and analysed

2.2 Risks are identified and assessed, and action initiated to manage these to achieve a recognised benefit or advantage to the organization.

2.3 The workplace is managed in a way which promotes the development of innovative approaches and outcomes

2.4 Creative and responsive approaches to resource management improve productivity and services, and/or reduce costs

Reference Resources

- ChangeManagementGroup1
([Background to the change management initiative: case study](#))
- characteristics of ethical b. cultures
- HRMT20007Ass1,13.12.09
(technology is changing the way the HR professional approaches his or her work)
- Module2BurtonLauridsenObel2004
(The impact of organizational climate & strategic fit on firm performance)

Overview of reference resources

1. Introduction and background to the change
2. Change models and Strategies
3. Pressures and arguments regarding the need for change
4. Change management process used in implementing the change
5. Managing individual and group reactions
6. Extent of the change in the organisation
7. Pain and gain issues

Ethical & business culture, How technology change impacts on usual practice of work-
Example, Organizational strategy related to change.

What to write

How to approach the change process, how to set the change model, how to manage the change in workplace, how to manage resource,

3. Manage emerging challenges and opportunities

3.1 Individuals and teams are supported to respond effectively and efficiently to changes in the organisation's goals, plans and priorities

3.2 Coaching and mentoring assist individuals and teams to develop competencies to handle change efficiently and effectively

3.3 Opportunities are identified and taken as appropriate, to make adjustments and to respond to the changing needs of customers and the organisation

3.4 Information needs of individuals and teams are anticipated and facilitated as part of change implementation and management

3.5 Recommendations for improving the methods and techniques to manage change are identified, evaluated and negotiated with appropriate individuals and groups

Reference Resources

- 811A Submission
- Change Management

Overview of reference resources

Change Management Plan, 360 degree, Planning for Change and Technology, Planning for change, Change Gauge Tools, Basic of Managing Change, Enabling Change, Model of change, Redesigning business, tool_forcefield_map-Plan to Change Pt 3, Plan for change-List template Pt 2,

What to write

How to draw a change management plan, how to use the change tools, model, 360 degree and template. How to consult the stakeholders, Read the sample change management plan 811A Submission & prepare the change plan for any topics of your choice.

BSBFLM512A Ensure team effectiveness

1. Establish team performance plan

1.1 Team members are consulted to establish team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives

1.2 Performance plans are developed in consultation with team members, to establish expected outcomes, outputs, key performance indicators and goals for work team

1.3 Team members are supported in meeting expected performance outcomes

Reference Resources

- 21813, Managing People Assignment!, 28.3.09
- Edited draft 4 managing people
(theoretical analysis of problems, training, motivation, structure, recruitment, equity, leadership, team work)
- Leaders and managers
- leadership group

Overview of reference resources

Basics of team work, team work related to leadership, organizational structure, motivation, equity. Analysis of team work.

What to write

How to manage people in team work and provide the leadership in team work

2. Develop and facilitate team cohesion

2.1 Strategies are developed to ensure team members have input into planning, decision making and operational aspects of work team

2.2 Policies and procedures are developed to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities

2.3 Feedback is provided to team members to encourage, value and reward individual and team efforts and contributions

2.4 Processes are developed to ensure that issues, concerns and problems identified by team members are recognised and addressed

Reference Resources

- Modified teamwork, final
(Recommendation for team work)

Overview of reference resources

Organized team, . The most effective teamwork, synergy, more responsibility and autonomy, Success, peer pressure

What to write

How to organize the team to achieve the most effective team work.

3. Facilitate team work

3.1 Team members and individuals are encouraged to participate in and take responsibility for team activities, including communication processes

3.2 The team is supported in identifying and resolving work performance problems

3.3 Own contribution to work team serves as a role model for others and enhances the organisation's image to all stakeholders

Reference Resources

- Recommendation for Teamwork
- Teamwork, final
- Training
- motivating staff

Overview of reference resources

Recommendation for team work, motivating the staff to take part in team,

What to write

How to motivate the people to effectively take part in team, how to build a effective team.

4. Liaise with stakeholders

4.1 Open communication processes with all stakeholders are established and maintained

4.2 Information from line manager/management is communicated to the team

4.3 Unresolved issues, concerns and problems raised by team members are communicated to, and followed up with, line manager/management and other relevant stakeholders

4.4 Unresolved issues, concerns and problems raised by internal or external stakeholders are evaluated, and necessary corrective action taken

What to write

It will be an open ended question. You can write the team work plan for project task. It should include

- Tasks to perform
- The plan to communicate with stakeholders
- Forecasting the possible problems and the plan to resolve them
- Risk analysis for team work
- Strategic plan
- Detailed plan

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