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**Lead Effective Workplace Relationships**

Unit of Competency – BSBLDR402

Performance Evidence

**Workplace Assessment 1 of 1**

**Building Relationships**

**In the Workplace:**

To complete this assessment you will need to areas that could be improved to help you achieve your team goals or planned outcomes. You will need to discuss this with your team and get their input into these areas and also suggestions for solutions to the problems.

From there you will identify the teams interpersonal styles and come up with some strategies on how to communicate to them based on the findings.

In part 3 we will communicate to our team on how they are going with implementing the proposed solutions we identified in Part 1 – and we will either encourage them and praise their good performance or manage their poor performance in this area.

Once you have completed these templates you will need to meet with your Manager to discuss this Unit and arrange sign off.

**There are 4 Parts to this assessment**.

Part 1 is to be completed after finishing Topic 1 “Collect, analyse and communicate information and ideas”,

Part 2 is to be completed after finishing Topic 2 “Develop trust and confidence as a leader”,

Part 3 is to be completed after finishing Topic 3 “Develop and maintain networks and relationships’ and Topic 4 “Manage difficulties into positive outcomes’.

Part 4 is the Manager Sign off and to be completed after you have

completed Part 3.

**Part 1 – Ideas to improve work outcomes**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the first topic *‘Collect, analyse and communicate information and ideas’.*

**Step 1**

At this point, please discuss with your team ways you can improve workplace outcomes in your area. Complete the table on the next page with at least 10 areas that could be improved.

**Step 2**

Once you have come up with at least 10 areas for improvement, then as a team discuss and agree on solutions to these problems. The solutions should help you achieve your goals as a group and these could be to refer the problem to another department or network.

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| **AREA FOR IMPROVEMENT** | **SOLUTION** |
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*Please now return online and complete Topic 2 ‘Develop trust and confidence as a leader’.*

**Part 2 – Interpersonal Styles**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the second topic *‘Develop trust and confidence as a leader’.*

**Step 1**

On the page below identify the interpersonal styles of your team members using the Myers Briggs Type Indicator information provided in this topic. Once you have identified their style, based on this come up with one strategy to help you communicate more effectively with that person. Please enter this information in the table on the next page.

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| --- | --- |
| **TEAM MEMBER**  **Name and Interpersonal Style** | **STRATEGY TO IMPROVE COMMUNICATION** |
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*Please now return online and complete Topic 3 ‘Develop and maintain networks and relationships’ and Topic 4 ‘Manage difficulties into positive outcomes’.*

**Part 3 – Manage performance**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the third topic *‘Develop and maintain networks and relationships’ and the fourth topic ‘Manage difficulties into positive outcomes’.*

**Step 1**

Based on what we have covered in Part 1 and Part 2 of this assessment, you will now have discussions with your team on how they are going with implementing the proposed solutions you identified in Part 1. Please remember to flex your communication method based on their interpersonal style you identified in Part 2.

On the next page please list your team members and if they are effectively implementing the proposed solutions. If they are, then provide them positive feedback on what they are doing. If they are not how can you provide them support to resolve any difficulties.

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| **TEAM MEMBER**  **Name and Interpersonal Style** | **IS THE AGREED SOLUTION BEING IMPLEMENTED?**  **(YES OR NO)** | **ENCOURAGEMENT OR DISCIPLINE STRATEGY.** |
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**Part 4 – Manager Sign Off**

**ASSESSMENT INSTRUCTIONS**

**Step 1**

Now,meet with your Line Manager to discuss your this unit including the problems you have resolved and the interpersonal styles of your team - also arrange sign off for this Unit.

Please note, if you are unable to meet with your manager there are 3 other options available for sign off:

1. Attend a Proteus Implementation Day to be assessed by a Proteus Coach (ph: 1300 219 903 for further information).
2. Arrange an appointment at a Proteus office to be assessed by a Proteus Coach (ph: 1300 219 903)
3. Arrange an appointment for a phone meeting assessment with your Proteus Coach (ph: 1300 219 903)

**Manager’s Sign Off**

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| --- | --- | --- |
| **Lead effective workplace relationships**  **– Workplace Assessment 1** | **Yes** | **No** |
| Did the student access and analyse information to achieve planned outcomes? |  |  |
| Did the student apply techniques for resolving problems and conflicts and dealing with poor performance within organisational and legislative requirements? |  |  |
| Did the student review and improve workplace outcomes in consultation with relevant personnel? |  |  |
| Did the student adjust interpersonal style and communications to respond to cultural and social diversity? |  |  |
| Did the student apply relationship management and communication skills with a range of people that: |  |  |
| * demonstrate integrity, respect, empathy and cultural sensitivity and promote trust |  |  |
| * forge effective relationships with internal and /or external people and help to maintain these networks |  |  |
| * encourage participation and foster contribution of and respect for ideas and feedback |  |  |
| * provide support to colleagues to resolve difficulties |  |  |
| **Feedback – Skills Performance** |  |  |
| What feedback can you give you the staff member regarding the standard of their performance in these skills listed above? (50-100 words). Please consider areas of success and areas of development. | | |
| **Your Feedback:** | | |

**Your Name:**

**Your Job Title:**

**Your Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:**

**ASSESSMENT INSTRUCTIONS**

This is the end of Workplace Assessment 1.

Please now go online to the topic menu page for ‘Unit 6 - Lead effective workplace relationships’ and click on the box **‘Workplace Assessment’** to submit Workplace Assessment 1.

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**Grading and Feedback.**

Feedback will be provided for each question through the Online Learning System. You will receive an email notification of feedback being posted.

If there are any required changes you will be given an opportunity to resubmit.

Proteus Leadership – 1300 219 903 – [online@proteusleadership.com](mailto:online@proteusleadership.com)

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