

Develop strategies to establish and maintain positive workplace relationships

Level 4

Credits 5

Purpose People credited with this unit standard are able to: devise strategies to establish positive working relationships with colleagues and manager(s); and develop strategies to maintain and monitor positive workplace relationships.

Subfield Business Operations and Development

Domain People Development and Coordination

Status Registered

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Entry information Open.

Accreditation Evaluation of documentation and visit by NZQA and industry.

Standard setting body (SSB) NZQA Business and Management

Accreditation and Moderation Action Plan (AMAP) reference 0113

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Special notes

- 1 This unit standard is for people who manage or seek to manage or supervise work teams.
- 2 Legislation relevant to this unit standard includes but is not limited to:
Employment Relations Act 2000
Health and Safety in Employment Act 1992
Human Rights Act 1993
Treaty of Waitangi Act 1975.

- 3 Glossary
Colleagues includes anyone with whom the candidate has a working relationship, excluding managers.
Strategy, in the context of this unit standard, refers to any action or activity designed to create and maintain positive workplace relationships.
Organisational requirements are those that are formally documented, and are available for reference in the workplace.
Team, in the context of this unit standard, comprises two or more members of the workplace who work together in a defined activity with clear objectives and outcomes. A team may be stand-alone or one team in a multi-team operation.
Workplace refers to a permanent or semi-permanent site where work is undertaken. It may also refer to a specific project undertaken in a workplace.
- 4 This unit standard will be assessed on the basis of evidence of demonstrated performance in the workplace, or in simulated situations that demand performance equivalent to that required in work.

Elements and performance criteria

Element 1

Devise strategies to establish positive working relationships with colleagues.

Performance criteria

- 1.1 Strategies involve workplace colleagues in the development of goals and/or objectives.
- 1.2 Strategies incorporate opportunities for colleagues to discuss work related matters and personal issues affecting work.
- Range may include but is not limited to matters or issues related to – performance, culture, health, family, occupational safety and health.
- 1.3 Strategies encourage contributions from colleagues, and give due recognition for ideas and views offered.
- 1.4 Strategies require that feedback and advice are offered to colleagues in a positive and constructive manner, and that undertakings to colleagues are met.
- 1.5 Strategies ensure that colleagues are informed about changes that may affect them.
- Range policy, workplace conditions, workplace operations.
- 1.6 Strategies provide for concerns over quality of work to be raised directly and discussed with the people concerned.

Element 2

Develop strategies to establish positive working relationships with manager(s).

Performance criteria

- 2.1 Strategies ensure that immediate manager(s) is kept informed of activities, progress, and results of work team, and information presented is clear, accurate, and timely.
- 2.2 Strategies are devised to seek and exchange information and advice with manager(s) on matters within area of responsibility.
- 2.3 Strategies provide for clear proposals for action to be communicated to manager(s) on any identified issues.

Element 3

Develop strategies to maintain and monitor positive workplace relationships.

Performance criteria

- 3.1 Strategies provide for involving colleagues in developing expected standards of work and behaviour, and of feedback and monitoring processes.
- 3.2 Strategies provide for identifying potential and actual conflicts, and actions taken promptly to deal with them, according to organisational requirements.
- 3.3 Strategies for monitoring workplace relationships include consideration of workplace conditions and legal requirements.

Range may include but are not limited to – ethical and cultural considerations, workplace operations, discretionary social and community responsibilities.
- 3.4 Strategies include methods of recording conflict and outcomes taken, in accordance with organisational requirements.

Please note

Providers must be accredited by the Qualifications Authority, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.