



BSBLDR523

ASSESSOR GUIDE

Lead and manage effective workplace relationships

Assessment 1 of 4

Short Answer Questions

Assessment Instructions

Task overview

This assessment includes ten (10) short answer questions. Read each question carefully before typing your response in the space provided.

Assessment Information



Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.



Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Introduction

To be assessed as competent for this unit of competency, you must demonstrate skills and knowledge to facilitate and apply communication strategies in the workplace within any industry.

Instructions

Answer the following 10 questions, capturing your answer in the space provided.

Question 1

In your own words, briefly explain how interpersonal and communication styles can impact working relationships.

(Approximate word count: 50-60 words)

Assessor Instructions

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- explain how interpersonal and communication styles can impact working relationships.

A sample answer is provided below.

The response must include:

- Recognising and modifying approaches to reflect the interpersonal and communication needs of others can help build positive relationships.
- How people receive and interpret messages and intentions can be shaped by the method and manner of delivery, such as communication and interpersonal style
- Misunderstanding can occur when people have incompatible communication styles.

Question 2

If you are aware of your own interpersonal style, you can consciously improve your work relationships. The following table lists four (4) interpersonal styles.

For each style, write a recommendation for how they can improve their work relationships.

Assessor Instructions

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer

- write a recommendation for each interpersonal style for how they can improve their work relationships.

A sample answer is provided below.

Interpersonal style	Recommendations (4-10 words)
Socially reserved	For example: "Participate in small talk."
Socially outgoing	For example: "Recognize the opinions of others."
Less dominant	For example: "Be willing to oppose."
More dominant	For example: "Talk less and ask for others' opinions more."

Question 3

In your own words, briefly explain how consultation with and between colleagues can lead to positive working relationships.

(Approximate word count: 50-70 words)

Assessor Instructions

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- explain ways in which consultation with and between colleagues can lead to positive working relationships.

A sample answer is provided below.

The response must include:

- by demonstrating to people that their opinions and views are valued
- by allowing people to help shape their working environment and role
- shows people that their individual skills are recognised and valued

- provides an opportunity for employees to recognise the skills and attributes of others
- allows people to draw on the expertise and experience of others
- encourages the formation of strong relationships.

Question 4

Give **three (3)** examples that demonstrate cultural and social sensitivity in the workplace, then explain how cultural and social sensitivity impacts positively working relationships.

(Approximate word count: 50-70 words)

Assessor Instructions

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- give three (3) examples that demonstrate cultural and social sensitivity in the workplace, then explain how cultural and social sensitivity impacts positively working relationships.

A sample answer is provided below.

<p>Examples of cultural and social sensitivity in the workplace</p> <p>(30-50 words)</p>	<ol style="list-style-type: none"> 1. Being inclusive of wide-ranging cultural/social events (i.e., not just observing traditional Christian events such as Christmas, but celebrating other special events as well, reflecting on the workplace) 2. Not making assumptions regarding sexuality/use of personal pronouns/marital status 3. Showing a wide range of abilities and cultures in marketing materials. <p>Additional responses:</p> <ul style="list-style-type: none"> • Having an anti-discrimination policy developed. Organise internal (refresher) trainings to ensure everyone understands what's expected. • Organise cultural competency training. • Equal pay practices
<p>Cultural and social sensitivity's positive impact on working relationships</p> <p>(40-60 words)</p>	<p>Implementing cultural and social sensitivity has a positive impact on working relationships, because:</p> <ul style="list-style-type: none"> • It shows employees that all people are valued • It demonstrates that diversity and difference is valued and respected • provides opportunities for employees to learn more about each other

- provides an opportunity for wide-ranging values/experiences/perspectives to be exchanged.

Question 5

How can engaging in networking activities help develop and extend leadership skills? Give **three (3)** possible explanations.

(Approximate word count: 30-50 words)

Assessor Instructions

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- provide three (3) explanations for how can engaging in networking activities help develop and extend leadership skills.

A sample answer is provided below.

1.	Engaging in networking activities can provide opportunity to practise communication and interpersonal skills.
2.	Engaging in networking activities can provide opportunity to discuss commonly occurring leadership difficulties and ways in which to address them.
3.	Engaging in networking activities can provide opportunity to observe and learn from others.

Additional responses:

Engaging in networking activities can:

- provide new learning and research avenues.
- allow you to learn from like-minded individuals.

Question 6

a) In your own words, briefly explain the negative impacts of workplace conflicts.

(Approximate word count: 20-40 words)

Assessor Instructions

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- explain the negative impacts of workplace conflicts.

A sample answer is provided below.

Workplace conflicts are detrimental for businesses and it can reduce productivity and increase absenteeism. Workplace conflicts, if not managed appropriately, can create a toxic atmosphere.

b) Give an example of formal and informal ways to manage workplace conflict in order to maintain positive working relationships.

(Approximate word count: 10-40 words each)

Assessor Instructions

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- give an example for formal and informal ways to manage workplace conflict in order to maintain positive working relationships.

A sample answer is provided below.

Formal ways	Workplace conflicts can be managed through formal complaint or grievance,
Informal ways	Workplace conflicts can be managed through open and transparent communication, as close as possible to the source of conflict. Managers may initiate a problem-solving process aimed at settling differences fairly, at an early stage and in an open manner.

Question 7

You are a leader of a team and responsible for ensuring a new, large project is rolled out within a fixed timeframe. Describe points to be considered when determining how tasks are to be delegated to your team.

(Approximate word count: 60-90 words each)

Assessor Instructions

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- describe points to be considered when determining how tasks are to be delegated to your team.

A sample answer is provided below.

For example:

- examine the tasks that can be delegated
- evaluate the skills and capabilities of your staff against the tasks to be performed
- determine the capability and availability of staff to complete tasks
- consider which staff members will most benefit from the opportunity to extend their skill set
- determine resources required to complete the tasks
- how any disputes that arise will be resolved
- how the issue of tasks will be confirmed with team members
- how to monitor process and staff performance.

Question 8

Complete the following table, listing **two (2)** methods for consulting with employees about matters impacting their roles. For each method, describe **two (2)** positives and **two (2)** negatives.

Assessor Instructions

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- list two (2) methods for consulting with employees about matters impacting their roles. For each method, describe two (2) positives and two (2) negatives.

A sample answer is provided below.

Method (1-15 words)	Positive (2-30 words)	Negative (2-20 words)
1. Team meetings	1. time effective	1. not all employees may be comfortable speaking in an open forum
	2. allows points to be discussed in open forum Additional response: <ul style="list-style-type: none">• allows contribution from employees	2. needs for all people to be able to attend

2. 1:1 meetings	1. allows employees to speak openly without their colleagues hearing	1. time-consuming
	2. can be held at a time that suits Additional response: <ul style="list-style-type: none"> discussion can be tailored to the needs of employees 	2. does not allow response from other employees to contribution
Additional responses: Email	<ul style="list-style-type: none"> time effective does not need mutually suitable time to be determined can respond in own time allows for more considered responses 	<ul style="list-style-type: none"> can be impersonal cannot see non-verbal communication
Formal staff performance reviews	<ul style="list-style-type: none"> formal procedure to give feedback to staff and to receive feedback from them formal process ensures consistent format, clear action points that can facilitate professional development opportunities for individuals. 	<ul style="list-style-type: none"> informal and rigid it can create tension and negative emotions between managers and employees, which can harm the working relationship and reduce morale. Additional response: <ul style="list-style-type: none"> annual or semi-annual reviews may not provide timely feedback and employee may continue with suboptimal performance or behaviour for an extended period without knowing the need for improvement.

Question 9

Describe how the organisational policies/procedures listed in the following table impact how workplace relationships are managed.

Assessor Instructions

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- describe how the organisational policies/procedures listed in the following impact how workplace relationships are managed.

A sample answer is provided below.

Policy/procedure	Impact on how workplace relationships are managed (1-30 words)
Code of conduct	It describes how employees are expected to behave and interact.
Privacy policy	It describes how employees' personal information is to be collected, stored and disclosed.
Performance management policy	It describes how feedback is to be provided and how poor performance is to be addressed.
Workplace health and safety	It describes processes for managing risk and how tasks are to be performed. It also helps define safe ways to perform tasks, methods for reducing stress and wellbeing issues.
Leave policy/procedure	It describes how leave is to be requested and parameters around when it can be taken. It helps to prevent conflict, particularly around periods of high demand.
Dispute procedure	It describes how disputes are to be managed and resolved.

Question 10

Identify the main legislation related to managing effective relationships between employer and employee and describe its main purpose.

Assessor Instructions

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- list the main federal legislation related to managing effective relationships between employer and employee and describe its main purpose.

A sample answer is provided below.

Legislation	Purpose (20-30 words)
Fair Work Act 2009 or Fair Work Regulations 2009	It protects certain rights, including workplace rights. the right to engage in industrial activities. the right to be free from unlawful discrimination.

Assessment Checklist

Students must have completed all ten questions within this assessment before submitting. This includes:

Ten (10) short answer questions to be completed in the spaces provided.	<input type="checkbox"/>
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Congratulations you have reached the end of Assessment 1

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