

Key points for units of competency and workshops

Networking

- Use networking strategies to establish and maintain relationships that promote the development of business opportunities
- Identify and pursue network opportunities to maximise a range of contacts
- Communicate information regarding new networks to inform individuals, colleagues and clients of potential benefits
- Establish and maintain business relationships
- Gain and maintain trust and confidence of contacts through demonstration of high standards of business practices
- Use a high level of negotiation skills to encourage positive outcomes
- Develop strategies to represent and promote the interests and requirements of the relationship
- Identify and use preferred client communication styles and methods
- Establish rapport with clients using verbal and non-verbal communication processes
- Investigate and act upon opportunities to offer positive feedback to clients
- Use open questions to promote two-way communication
- Identify and act upon potential barriers to effective communication with clients
- Initiate communication processes which relate to client needs, preferences and expectations
- Assess client profile information to determine approach
- Identify and apply client care and client service standards
- Develop strategies to obtain ongoing feedback from clients to monitor satisfaction levels
- Allocate time to establish and maintain business contacts
- Establish communication channels to exchange information and ideas

Communicate with influence

- Confirm the authority or mandate to present business views or position
- Respect protocols and confidentiality of information
- Clarify the audience information needs and prepare a position
- Use language that is appropriate for the audience
- Seek immediate feedback to ensure that the views expressed by all stakeholders have been understood
- Identify key individuals and target groups for their value to advance the business interests
- Prepare realistic positions and supporting arguments in advance in anticipation of the likely expectations and tactics of others
- Respect values, concerns and views of others and keep lines of communication open
- Acknowledge differences of opinion to encourage the rigorous examination of all options
- Use a variety of communication styles to present business positions to best effect
- Seek mutually beneficial solutions by establishing areas of common ground and potential compromise
- Keep negotiations focused on key issues and moving forward towards a final resolution
- Adhere to agreements to maintain the credibility and trust of others
- Identify the need for meetings and program meetings in response to the need
- Use an agenda and efficient, inclusive meeting procedures to maximise participation and maintain order
- Prepare summaries of key issues and possible options disseminated in advance
- Achieve agreed outcomes in the available time by co-operating with and seeking consensus and compromise
- Outcomes of meetings are promptly summarised for action and distributed to stakeholders, as required
- Select appropriate forums to present business positions to best effect
- Obtain reliable information and advice to prepare appropriate presentations.
- Adapt language, explanations, media and information/entertainment balance to meet the needs of the audience
- Respond to questions openly and honestly

Emotional Intelligence

- Identify own emotional strengths and weaknesses
- Identify personal stressors and own emotional states related to the workplace
- Develop awareness of own emotional triggers and use this awareness to enable control emotional responses
- Model workplace behaviours that demonstrate management of emotions
- Use self-reflection and feedback from others to improve development of own emotional intelligence
- Recognise and appreciate the emotional strengths and weaknesses of others

- Respond to the emotional states of co-workers and assess emotional cues
- Identify the range of cultural expressions of emotions and respond appropriately
- Demonstrate flexibility and adaptability in dealing with others
- Take into account the emotions of others when making decisions
- Promote the development of emotional intelligence in others
- Provide opportunities for others to express their thoughts and feelings
- Assist others to understand the effect of their behaviour and emotions on others in the workplace
- Encourage the self-management of emotions in others
- Encourage others to develop their own emotional intelligence to build productive relationships and maximise workplace outcomes
- Utilise emotional intelligence to maximise team outcomes
- Encourage a positive emotional climate in the workplace
- Use the strengths of workgroup members to achieve workplace outcomes

Marketing

- How do you identify and ensure that promotional activities are compatibility with organisations values and requirements?
- What is the importance of planning and scheduling promotional activities?
- How do you determine overall promotional objectives?
- What is a marketing plan?
- How can you use networks to assist in the implementation of promotional activities?
- Why is it important to gather feedback and data to determine the impact of your promotional activity?
- How can this feedback and data assist you to prepare conclusions and recommendations on future directions of promotional activities?

Finance

- What type of financial data must be collected?
- What are the mandatory obligations (in a nutshell!)?
- How can we use financial data to better understand our business?
- How can financial data help us to propose constructive actions to enhance the effectiveness and efficacy of functions and services?
- How can recommendations based on financial activity facilitate direction and control of organisation's operations?
- What is cashflow and why is it important?

Risk Management and Work Health & Safety

- Identifying risks – including: using tools, documentation and any relevant policies and procedures
- Analysing and evaluating risks – including: documenting risks, consultation, risk categorisation and level of risk
- Treating risks – including: Hierarchy, identify, choose and implement control measures
- The need to continually consult, monitor and review
- The need to have workplace policies and procedures and why they must be communicated and understood by workers
- What is consultation? How and why should it occur?
- How does training support workers in meeting their WHS obligations?

Leadership and Management

- How can you promote consultation and encourage employees to contribute?
- Why is it important to identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives?
- How should you communicate information and ideas?
- How do you develop trust and confidence as leader?
- What does it mean to treat others with integrity, respect and empathy?
- How do you gain and maintain the trust and confidence of colleagues, customers and suppliers?
- Why is it important to adjust interpersonal styles and methods to suit the environment?
- How can you manage difficulties into positive outcomes?
- How can you guide and support colleagues to resolve work difficulties?

- How should you manage poor work performance within the organisation's processes?
- How do you effectively manage conflicts?
- How can you promote innovation? And, why is it important to do this?
- Why is it important to model expected behaviours and approaches?