**Range of evidence from different work contexts**

**Unit: BSBWOR401A – Establish effective workplace relationships**

<table>
<thead>
<tr>
<th>Element</th>
<th>Evidence that could be available from a retail organisation</th>
<th>Evidence that could be available from a civil construction organisation</th>
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</table>
| 1. Collect, analyse and communicate information and ideas | The candidate could provide evidence by:  
- preparing staffing rosters, daily sales and productivity returns  
- preparing stock turnover reports  
- preparing one page summaries of product information (features, benefits, etc)  
- explaining product information and company procedures to staff making allowance for common language barriers | The candidate could provide evidence by:  
- preparing a task plan with timeframes, resources and costs that will achieve business objectives  
- explaining information clearly to minimise language barriers  
- providing team leader briefings and regular communication between management and crew leaders  
- preparing job reports, worksheets, using company pro-formas |
| 2. Develop trust and confidence | monitoring sales targets and customer service and providing effective feedback to sales team  
- implementing an incentive scheme to achieve sales targets  
- maximising sales staff performance through effective scheduling, cooperation and team work  
- providing a consistent high standard of customer service (eg arranging special orders, transfer of goods between stores in the same chain, ‘going the extra yard’)  
- explaining company standards and procedures relating to customer service, sales, commissions, conditions of employment | explaining the company’s values, social and ethical standards, customer service standards, environmental protection requirements, business targets  
- managing the information flows between the construction teams, area managers, customers, company and private drivers, state and local authorities, contractors and members of the public  
- keeping company management and crew members informed of progress and problems  
- respecting confidential information  
- using company networks to ensure that teams achieve allocated tasks with the resources provided |
| 3. Build and maintain networks and relationships | working with other store managers within the chain to:  
- transfer stock easily between branches for customers  
- refer sales, offer joint promotions  
- conducting regular staff meetings and briefings | using team leader meetings to communicate company objectives and address variations to plans  
- preparing regular memos to team leaders to provide information and acknowledge achievements  
- convening regular briefings for local government and other large clients |
| 4. Manage difficulties to achieve positive outcomes | resolving workplace difficulties by counselling staff who:  
- are persistently late  
- do not share work  
- have poor appearance  
- generate friction through undue competition for sales  
- do not deal with difficult customers effectively  
- applying principles of conflict resolution  
- handling complaints from the public | resolving workplace difficulties by counselling staff who:  
- fail to follow OHS procedures or meet environmental requirements  
- provide poor customer service  
- harass other employees (eg initiation of new crew members)  
- applying company procedures for handling grievances or complaints and counselling employees  
- investigating breaches of the company’s code of behaviour. |

Adapted from “Assessing competencies in higher qualifications”, ANTA TP Assessment Materials Kit, 2001 (in About Assessment > Resources)