



Lead and manage effective workplace relationships (Release 1)

BSBLDR523

CHAPTER 2

POWERPOINT PRESENTATION

Manage Effective Workplace Relationships



2.1 Delegate and Confirm Responsibilities for Fulfilling Work Task

Maintaining and improving workplace relationships is a continuous process that takes time and effort.

Once you have established these relationships, you must manage them so that they develop further and remain positive.

Delegating

Delegating means assigning the tasks to the relevant people who have the capacity to accomplish whatever it is you ask them to do.

It involves three elements:

Authority

- Consider your authority to delegate tasks
- Avoid micromanaging

Responsibility

- Consider if the chosen employee can successfully complete a task
- If they lack knowledge, they must be taught

Accountability

- Have a tool or system to track progress
- Trust in your colleagues

Types of Tasks

Types of task you can delegate include:

Tiny

- Small tasks that accumulate over time

Tedious

- Do not require skill or prior knowledge

Time-consuming

- Chunks from a main task that can be delegated

Teachable

- Can be easily taught

Terrible at

- Tasks you don't have the appropriate skills for

Time-sensitive

- Have an urgent deadline.

2.1 Delegating Tasks

Steps include:

1. Choose the right person
2. Explain why you are delegating the task
3. Explain the task thoroughly
4. Develop an **action plan**
5. Avoid micromanaging



2.1 Delegating Tasks

An **action plan** is a document that will help keep everyone accountable for their tasks. It contains:

- Task to be delegated
- Person the task is delegated to
- Timeframe for the delegated task
- The result expected from the delegated task

2.2 Collaborate and Support Team to Perform Work Task

Workplace collaboration is when two or more people cooperate to work on a task or solve a problem – representing a common goal. Collaboration can increase efficiency and creativity because it combines different people’s skills, knowledge and expertise.



Ways to Collaborate Effectively on Work Tasks

- Communicate clearly with each other
- Focus on each person's strengths
- Identify areas of improvement, giving direct feedback as necessary
- Provide support through advice, guidance, resources and training
- Recognise good work and offer incentives
- Review tasks frequently to address issues before they even arise
- Utilise tools for collaboration

Four Types of Interpersonal Styles

Accommodating

- Good listeners
- Focus on team harmony
- Prefer informal discussions
- Consider everyone's opinions

Enthusiastic

- Creative
- Good at brainstorming ideas
- Encourage innovation
- Enjoy lively discussions
- Tends to lose track of time

Meditative

- Critical thinkers
- Focus on accuracy
- Solve problems through analysis
- Prefer formal discussions
- Careful and slow decision-making

Targeted

- Focused on goals and results
- Effective at handling crises
- Prefer brief discussions
- Want work to be organized and done quickly

Ways to Develop Trust in Your Team

- Be honest about positive and negative aspects of the business
- Involve everyone in achieving organisational goals
- Value and encourage everyone's input
- Make decisions based on the overall benefit for everyone
- Acknowledge and be proud of successes

Networking

- Creating a group of acquaintances and associates, and keep it active, through regular communication for mutual benefit
- Helps people build professional business connections
- Supports workplace collaboration

In particular, **internal networking** supports workplace collaboration because it promotes the generation of ideas, lets you know more about the industry, and gives you insight into what other people do within your organisation.

Internal Networking

- Who you can approach:
 - People you already know
 - People who interact with your department
 - People in other departments who can help you reach your career goals
- Questions you can ask:
 - Do you have advice for achieving success in your department?
 - What do you find most rewarding about your role?
 - Are there any classes, seminars, or workshops that you recommend?
 - What can I do to help with your tasks?

Developing Cultural Competence

Remember that:

- Different cultures communicate differently
- Team-building activities need to be cross-cultural to be effective
 - Consider that some cultures are individualistic while others value cooperation
- Cultures differ in how they view time
 - This includes work-life balance, perceptions of overtime and deadlines
- Different cultures use various calendars
 - Some people may require time off to observe their respective calendar
 - Having a cultural calendar may be a helpful tool

2.3 Identify and Address Issues in the Workplace Relationships According to Processes Established

Conflict resolution can be viewed as a peaceful solution to individuals and groups that are in conflict.

Resolving conflict may take time. A person who intends to act as mediator must have the skills, knowledge and training necessary to effectively resolve conflict.

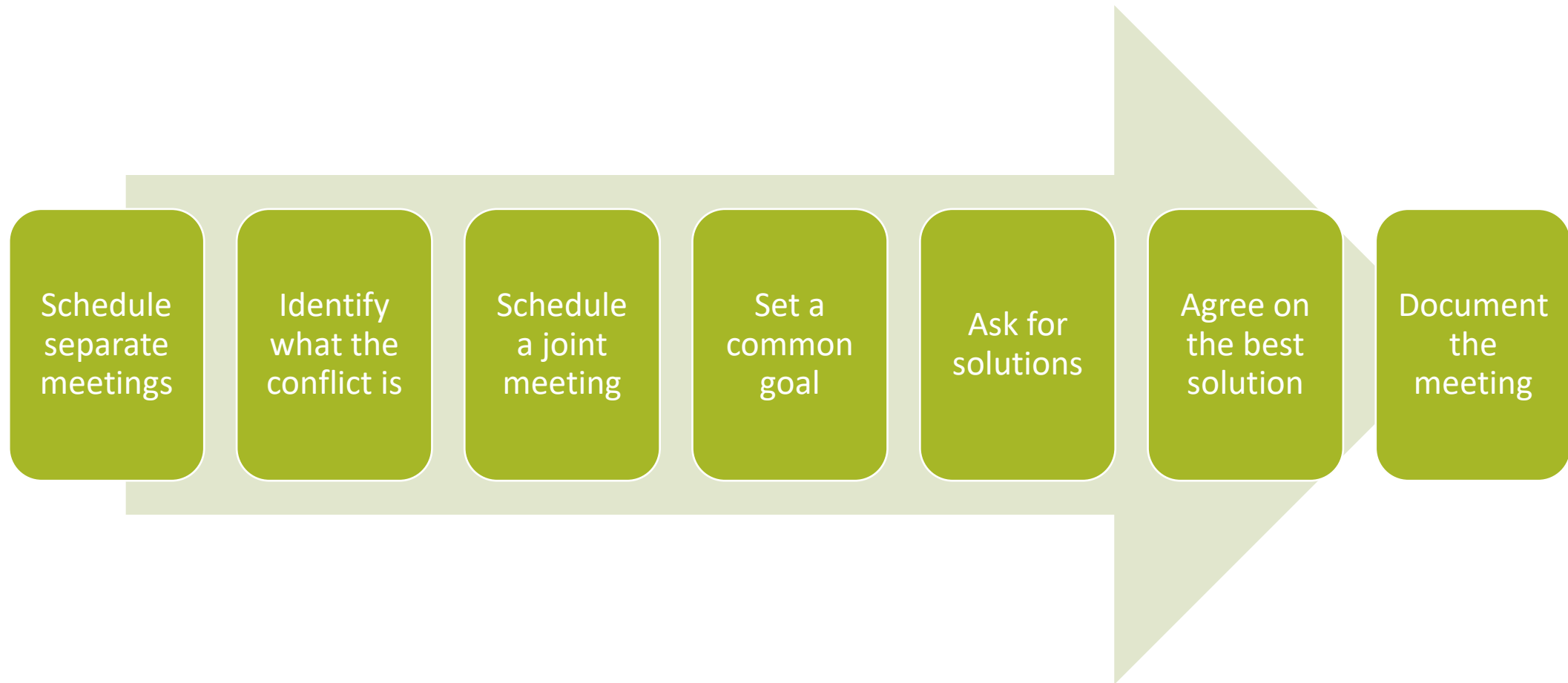


Things to Remember Before Managing Conflict:

- Act immediately
- Perception is reality
 - Focus on what the people involved need and what is important to them
- Decide if you can mediate or if you require help
 - Complex and long-standing issues involving a number of people or potential legal issues are best left for experienced mediators to deal with

Managing and Resolving Conflicts

- Based on the conflict management process, the steps include:



2.4 Monitor and Communicate to Employees Outcomes of Conflict Management

Conflict management does not end until the conflict is fully resolved. You must, therefore, monitor and evaluate the situation even after the meetings end.



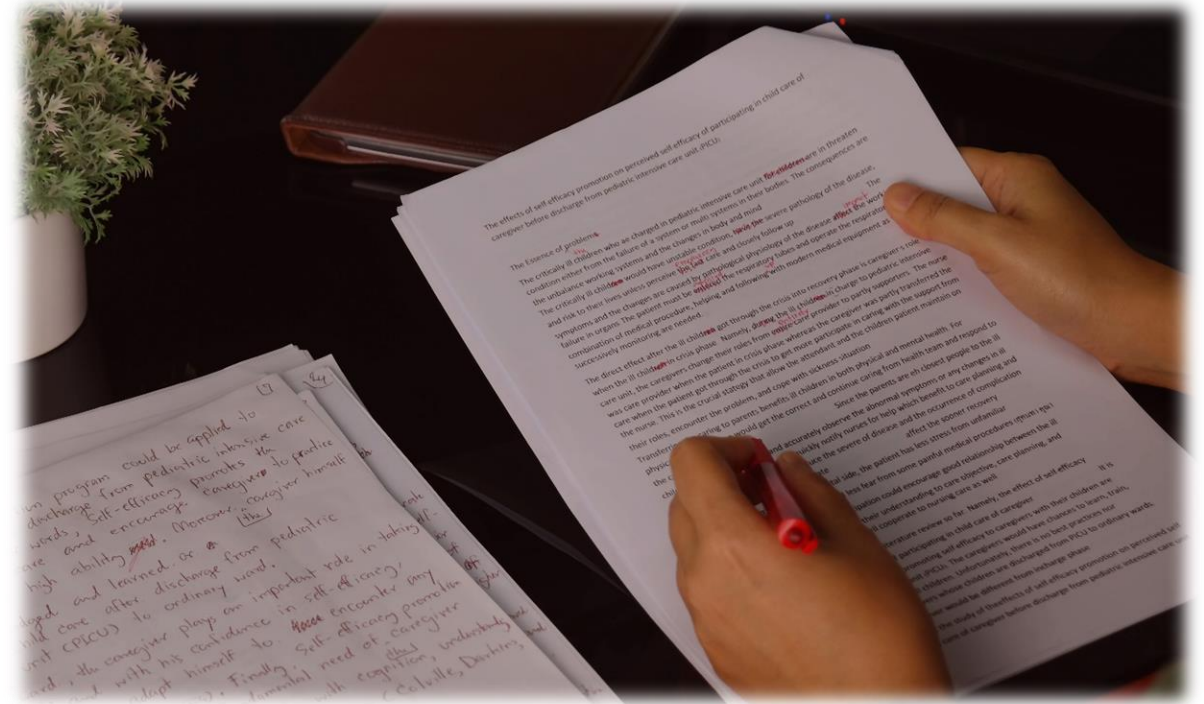
Ways to Check if Both Parties Followed Their End of the Agreement

- Have quick discussions with the parties involved to check how they are doing
- Check attendance
 - An increase in absenteeism and tardiness usually means that the conflict still exists
 - A decrease means that the conflict is gone or is at least manageable
- Observe how employees interact with each other
 - See if the atmosphere in the workplace is relaxed or tense
 - Check verbal and non-verbal cues
- Evaluate work done
 - Conflict can distract people and lead to underperformance
 - If you notice that performance is back to normal, it can indicate that conflict has been successfully managed

Giving Feedback on the Outcome of Conflict Management

Although it is becoming more acceptable to do this through email, feedback is best given in person.

Face-to-face communication provides context, tone and non-verbal cues that will help people understand your meaning.



Giving Feedback on the Outcome of Conflict Management

- Steps in giving feedback include:
 1. Set an appropriate time
 2. Prepare your comments
 - Focus on performance, not personality
 - Only comment on behaviours that you have observed
 - Avoid exaggerating; do not use words such as 'always' and 'never'
 3. Give the feedback
 4. Ask them to evaluate the solution
 5. Determine if the conflict is resolved

What have we learned?

In this presentation, we have covered:

- Review existing digital technology use in the business
- Identify opportunities to implement digital technologies for workplace collaboration
- Implement and use digital technologies to collaborate in the workplace