

**Accreditation** : This Module is a Nationally Accredited Course  
**Title** : **BSBWOR203A – WORK EFFECTIVELY WITH OTHERS**  
**Field Of Study** : **Workplace Effectiveness**

### What is this course all about?

This unit involves the skills and knowledge required to work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.

### When you have finished this course you should be able to demonstrate your ability to:

#### Develop effective workplace relationships – BSBWOR203A/01

- ❑ Identify own responsibilities and duties in relation to workgroup members and undertake activities in manner that promotes cooperation and good relationships
- ❑ Take time and resource constraints into account in fulfilling work requirements of self and others
- ❑ Encourage, acknowledge and act upon constructive feedback provided by others in the workgroup

#### Contribute to the workgroup activities – BSBWOR203A/02

- ❑ Provide support to team members to ensure workgroup goals are met
- ❑ Contribute constructively to workgroup goals and tasks according to organizational requirements
- ❑ Share information relevant to work with workgroup to ensure designated goals are met
- ❑ Identify and plan strategies/ opportunities for improvement of workgroup in liaison with workgroup

#### Deal effectively with issues, problems and conflict- BSBWOR203A/03

- ❑ Respect differences in personal values and beliefs and their importance in the development of relationships
- ❑ Identify any linguistic and cultural differences in communication styles and respond appropriately
- ❑ Identify issues, problems and conflict encountered in the workplace
- ❑ Seek assistance from workgroup members when issues, problems and conflict arise and suggest possible ways of dealing with them as appropriate or refer them to the

appropriate person

### Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ General Staff

### You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Literacy skills to read and understand the organisation's policies and work procedures, to write simple instructions for particular routine tasks and to interpret information gained from correspondence
- ❑ Communication skills to request advice, to receive feedback to work with a team
- ❑ Technology skills to select and use technology appropriate to a task
- ❑ Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- ❑ Key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - Anti-discrimination legislation
  - Ethical principles
  - Codes of practice
  - Privacy laws
  - Occupational health and safety (OHS)
- ❑ Organisational policies, plans and procedures
- ❑ Workgroup member responsibilities and duties, and relationship to individual responsibilities and duties

### What Recognition will you achieve?

Where a demonstrated competency has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus.

### How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit. At completion of each module these activities will be handed in to your trainer, assessed then returned with relevant comments to keep you informed with your progress.

### Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on [www.matrixtraininggroup.com/downloads.php](http://www.matrixtraininggroup.com/downloads.php) in order to download this application.

### What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is [www.matrixtraininggroup.com](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.