



ORIGIN

Human Resources

Certificate IV in Business Administration *BSB 40507*

Leading Staff Performance

BSBADM405B Organise meetings

- Organise and make arrangements for meetings
- Liaise with meeting participants
- Identify and comply with legal and ethical requirements
- Develop and distribute meeting related documentation
- Record and produce meeting minutes

BSBINM401A Implement workplace information

- Identify and source workplace information
- Acquire and review workplace information
- Collect, analyse and report on information ensuring relevance and suitability
- Implement management information systems to store, retrieve and regularly review data for decision making purposes
- Format information for effective analysis and interpretation
- Prepare for information system changes to ensure data and technology meet organisation needs

BSBITU401A Design and develop complex text documents

- Identify document purpose, audience and presentation requirements
- Evaluate complex technical software functions to meet task requirements
- Design documents to enhance readability and appearance and meet organisation style and layout
- Use complex features to enhance documents and promote efficiency
- 'Watermarks' and 'Backgrounds' tools
- Graphics
- Macros
- Autocorrect
- Custom toolbars
- Mail merge
- Tables
- Create and use fields and forms

BSBITU402A Develop and use complex spreadsheets

- Identify task requirements for data entry, storage, output, reporting and presentation
- Use spreadsheet design software functions and formulae
- Link related spreadsheets
- Use complex features to enhance spreadsheets and promote efficiency
- Format cells for professional effect
- Data attributes assigned with relative and/or absolute cell references
- Importing data
- Macros
- Sort, filter and subtotal data
- Sheet protection
- Graphs
- Identify tasks where automation would increase efficiency
- Develop, edit and use templates to ensure consistency of design and layout

BSBWRT401A Write complex documents

- Determine the purpose of documents
- Plan documents using appropriate formatting
- Review and organise information for identified structure and document content
- Draft text appropriate to the audience
- Review draft text to ensure document objectives are met
- Produce documents of some complexity
- Select and apply basic document design elements appropriate to audience and purpose

BSBOHS407A Monitor a safe workplace

- Explain relevant provisions of OHS legislation and codes of practice
- Provide information about identified hazards and the outcomes of risk assessment to relevant work areas
- Implement and monitor an organisation's occupational health and safety (OHS) policies
- Use consultative procedures to facilitate participation in management of work area hazards
- Implement and monitor procedures for providing OHS training
- Implement and monitor procedures for maintenance of OHS records

BSBITU302A Create electronic presentations

- Design effective presentation slides, notes and handout masters
- Use software functions to ensure consistency of design and layout
- Balance presentation features for visual impact and emphasis
- Streamline and customise presentations for different audiences
- Overcome problems with design and production presentation using manuals, user documentation and online help
- Print suitable presentation materials for the target audience

BSBCUS403A Implement customer service standards

- Access, interpret, apply and monitor customer service standards in the workplace in line with organisational standards
- Contribute to the development, refinement and improvement of customer service standards, policies and processes
- Implement customer service systems which are reviewed according to customer feedback and consultation with appropriate personnel
- Implement team customer service standards
- Plan and implement team and work activities to meet customer needs and expectations

BSBLED401A Develop teams and individuals

- Identify and implement learning and development needs in line with organisational requirements
- Develop individuals and teams in keeping with learning and development program goals and objectives
- Monitor and evaluate workplace learning using feedback from individuals and teams to identify and implement improvements in future learning arrangements
- Document and maintain records of competency

BSBWOR401A Establish effective workplace relationships

- Collect, analyse and share relevant information with the work team to improve work performance
- Seek and value contributions from internal and external sources in developing and refining new ideas and approaches
- Use the organisation's social, ethical and business standards to develop and maintain effective relationships
- Establish and maintain the trust and confidence of colleagues, customers and suppliers through competent performance
- Use networks to identify and build relationships
- Manage difficulties by taking action to rectify the situation within organisational requirements and relevant legislation

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Establish effective workplace relationships

Develop Networks

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NETWORKS - GETTING CONNECTED III

Educational and social background can contribute to a sense of feeling 'connected'.

People of a similar social or educational background often feel an affinity with each other socially, which can assist in developing effective working relations.

Middle and senior leaders may belong to similar clubs and enjoy similar social pursuits. This allows them to connect to like-minded peers, and gives them a useful advantage over non-connected leaders.

Leaders who make the effort to develop connections and alliances tend to achieve a greater degree of senior sponsorship of new ventures than those who do not appreciate the importance of developing effective personal relationships in the workplace.

This further increases the effective leader's status, while benefiting the organisation too.

Increasing your connections can be done by joining professional groups or societies where middle and senior management come together, demonstrating openness and willingness to go the extra mile, and alerting senior management to your availability.

ORIGIN
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Origin maintains dedicated offices in:

Melbourne Sydney Adelaide Brisbane Hobart Newcastle Gold Coast Townsville Canberra