

# 252027 Devise and apply strategies to establish and maintain workplace relationships

## **Purpose of this Unit Standard**

This Unit Standard is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

## **The qualifying learner is capable of:**

- Liaising and networking with internal and external stakeholders.
- Devising and applying a strategy to establish constructive relationships with team members in a unit.
- Devising and applying a strategy to establish constructive relationships with managers.
- Identifying and minimising personal conflict in the workplace.

## **Learning Assumed to be in Place and Recognition of Prior Learning**

- Communication at NQF Level 4
- Mathematical Literacy at NQF Level 4
- Computer Literacy at NQF Level 4

## **Outcomes**

SO1: Liaise and network with internal and external stakeholders

SO2: Devise and apply a strategy to establish constructive relationships with manager(s)

SO3: Identify and minimise personal conflict in a unit

SO4: Devise and apply a strategy to establish constructive relationships with team members in a unit

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
252027	NQF Level 5	6	<b>Devise and apply strategies to establish and maintain workplace relationships</b>

**Duration: 2-Days**

## Content

<p><b>Outcome 1</b> Liaise and network with internal and external stakeholders</p>	<ul style="list-style-type: none"> <li>• Opportunities for networking are identified or created with internal and external stakeholders relevant to a unit.</li> <li>• Networking opportunities are identified, meetings are attended and new contacts established to mutual benefit.</li> <li>• Avenues for communicating with stakeholders are explored and appropriate strategies implemented to mutual benefit of all people involved.</li> </ul>
<p><b>Outcome 2</b> Devise and apply a strategy to establish constructive relationships with manager(s)</p>	<ul style="list-style-type: none"> <li>• Managers are kept informed of activities, progress and results of the unit through verbal or written feedback in accordance with the entity's policies and procedures.</li> <li>• A process for seeking and exchanging information, and seeking advice is agreed to in consultation with all managers in a unit.</li> <li>• Managers in the unit are consulted on issues that are relevant to their area of responsibility to promote constructive relationships and interaction between units in the entity.</li> <li>• Managers in the unit are consulted on issues that are relevant to their area of responsibility to promote constructive relationships and interaction between units in the entity.</li> <li>• Information presented to the managers is clear, accurate and timely.</li> </ul>
<p><b>Outcome 3</b> Identify and minimise personal conflict in a unit</p>	<ul style="list-style-type: none"> <li>• Information on the procedures for dealing with conflict in a unit is communicated to team members to promote the orderly resolution of conflict in accordance with the entity's policies and procedures.</li> <li>• Actions taken to resolve potential and actual conflict are taken to deal promptly in accordance with the entity's policies and procedures.</li> <li>• Conflict situations are referred to appropriate managers where required in terms of the entity's policies and procedures.</li> </ul>
<p><b>Outcome 4</b> Devise and apply a strategy to establish constructive relationships with team members in a unit</p>	<ul style="list-style-type: none"> <li>• The strategy is developed through a consultative process that involved all team members in the development of goals and objectives to obtain commitment and support.</li> <li>• Opportunities for team members to discuss work-related and personal issues are identified and used when appropriate.</li> <li>• Feedback and advice to team members are offered in a positive manner to contribute towards constructive relationships.</li> <li>• Team members are informed about developments and changes that may affect them.</li> </ul>

<https://www.stafftraining.co.za/workshops/252027-devise-and-apply-strategies-to-establish-and-maintain-workplace-relationships>