



BSBLDR413

Lead effective workplace relationships

Assessment 1 of 4

Short Answer Questions



Assessment Instructions

Task overview

This assessment task is divided into 13 questions. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- Conflict Resolution Policy and Procedure
- Market Research Procedure
- Employee Relations Policy
- Mediation Policies and Procedures



Assessment Information

Submission

You are entitled to three [3] attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.



Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment [e.g. allowing additional time]
- the evidence gathering techniques [e.g. oral rather than written questioning, use of a scribe, modifications to equipment]

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Question 1

Complete the table:

- a. Identify one consideration you must make when communicating information to a culturally diverse audience in the workplace.
- b. Identify one consideration you must make when communicating information to a socially diverse audience in the workplace.

Considerations refer to the factors you have to watch out for and adjust accordingly to fit the type of audience that you have. This is to ensure that you are not hitting any sensitive subject.

[Approx. word count: 20 – 30 words]

Assessor instructions: Students must complete the table:

- a. They must identify one consideration the student must make when communicating information to a culturally diverse audience in the workplace.
- b. They must identify one consideration they must make when communicating information to a socially diverse audience in the workplace.

Considerations refer to the factors the student has to watch out for and adjust accordingly to fit the type of audience that they have. This is to ensure that they are not hitting any sensitive subject.

For satisfactory performance, responses must show consideration for each type of audience when communicating information.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

Type of Audience	Consideration When Communicating Information to the Specific Type of Audience
Culturally diverse audience <i>A culturally diverse audience consists of people that have varying factors such as ethnic, racial, and religious backgrounds.</i>	<<Insert your response here>> For satisfactory performance, the responses must be considerations that the student must make when communicating information to a culturally diverse audience. A culturally diverse audience consists of people that have varying factors such as national, ethnic, racial, religious backgrounds, etc., e.g. <ul style="list-style-type: none">▪ Language that can be offensive to some of the audience's culture▪ Interpretation of communication from people from another culture

<p>Socially diverse audience</p> <p><i>A socially diverse audience consists of people that have varying factors such as socioeconomic status, geographical origin, sexual orientation, gender, etc.</i></p>	<p><<Insert your response here>></p> <p>For satisfactory performance, the responses must be considerations that the student must make when communicating information to a socially diverse audience. A socially diverse audience consists of people that have varying factors such as socioeconomic status, geographical origin, sexual orientation, age, gender, etc., e.g.</p> <ul style="list-style-type: none"> ▪ Complexity of terminologies that might confuse some of the audience ▪ Imposition of personal liberal statements that some of the audience might not be open to
---	--

Question 2

You are currently having a misunderstanding with your co-worker. This is affecting not just your relationship with them, but your workplace productivity as well. You decided to go to your organisation's internal source of consultee to consult about your concern regarding your co-worker.

Access the **Conflict Resolution Policy and Procedure** to find out more about their conflict resolution process.

List the steps of the consultation process of the internal consultee regarding your concern with your co-worker as specified in the Conflict Resolution Policy and Procedure.

[Approx. word count: 20 – 30 words]

Assessor instructions: Students must outline the steps of the consultation process of an internal source of consultee regarding their concern with their co-worker in the given situation.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

<<Insert your response here>>

1. Employee must raise the concern with the Human Resources employee.
2. Discuss the concern openly.
3. Work together to achieve the desired outcome.

Question 3

Your organisation is currently planning to produce a new product. To evaluate if the product will appeal to the target market, you decided to conduct a focus group discussion with the product's target market, who will act as the external source of consultees for the product.

Access the **Market Research Procedure** to find out more their procedures.

List the steps of the consultation process of the external source of consultees as specified in the Market Research Policy and Procedure.

[Approx. word count: 70 – 80 words]

Assessor instructions: Students must outline the steps of the external source of consultees as specified in the Market Research Policy and Procedure in the given situation.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

<<Insert your response here>>

1. Establish the goal of the focus group discussion.
2. Find the appropriate leader for the discussion.
3. Assign a recorder.
4. Identify the external source of consultees. These are the participants of the discussion.
5. Identify the incentives of the external source of consultees.
6. Establish the details of the discussion.
7. Prepare questions.
8. Recruit and contact external sources of consultees.
9. Conduct the discussion.
10. Analyse data.

Question 4

Read the scenarios below about relationships, cultural environment, and social environment in the workplace. Answer the questions that follow.

Assessor Instructions: The student must answer the questions that follow about the relationships, cultural environment, and social environment in the workplace, based on each of the scenarios given.

The cultural environment of a workplace usually consists of the shared values, system, traditions, and beliefs of the organisation that shapes how the employees do their jobs.

The social environment of a workplace usually consists of the different age, race, sex, socioeconomic status, sexual orientation, etc. of the employees.

For satisfactory performance, responses must show how each of the scenarios on relationships, cultural environment, and social environment in the workplace impact planned outcomes.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

Scenario 1

Oliver and Ethan are colleagues in the Research and Development Department. They have been working together for a number of years. On Monday, their supervisor instructed them to conduct in-depth market research for the new product the organisation is planning to roll out.

- a. How does the relationship between Oliver and Ethan support the completion of their in-depth market research?

[Approx. word count: 30 – 40 words]

Relationships in the workplace refer to colleague-colleague, member-to-team leader, mentor-to-mentee, etc.

For satisfactory performance, the student must explain how the relationship supports the completion of the in-depth market research. The response must be in accordance with the scenario given.

<<Insert your response here>>

Oliver and Ethan are used to each other's working styles, making their teamwork more efficient and effective. They are used to each other's attitudes makes it easier for them to collaborate when conducting in-depth market research.

- b. How does the relationship between Oliver and Ethan hinder the completion of their in-depth market research?

[Approx. word count: 10 - 20 words]

For satisfactory performance, the student must explain how the relationship hinders the completion of the in-depth market research. The response must be in accordance with the scenario given.

<<Insert your response here>>

Oliver and Ethan might hold back any constructive criticism for fear of causing conflict with a co-worker.

Scenario 2

The organisation where Oliver and Ethan work does not encourage their employees to do overtime. The in-depth market research instructed to them is required to be passed at the end of Wednesday.

- a. How does the cultural environment of the organisation support Oliver and Ethan in achieving the deadline for the in-depth market research?

[Approx. word count: 30 – 40 words]

The cultural environment of a workplace usually consists of the shared values, system, traditions, and beliefs of the organisation that shapes how the employees do their jobs.

For satisfactory performance, the student must explain how the cultural environment of the organisation supports the achievement of the deadline for in-depth market research. The response must be in accordance with the scenario given.

<<Insert your response here>>

Since the agency does not encourage its employees to overtime, Oliver and Ethan might be determined to dedicate and utilise every second of their work hours to the workload, which increases their productivity in work.

- b. How does the social environment of the organisation hinder Oliver and Ethan in completing their in-depth market research?

[Approx. word count: 40 – 50 words]

For satisfactory performance, the student must explain how the social environment of the organisation hinders the completion of the in-depth market research. The response must be in accordance with the scenario given.

<<Insert your response here>>

The workload for the in-depth market research might be a lot to be completed in just three days. The number of working hours might not be enough, and since the organisation discourages overtime, there might be a delay in the delivery of the in-depth market research.

Scenario 3

To work efficiently, Oliver and Ethan decided to book their organisation's conference room for three days. Here they talk about the plan for their in-depth market research and the resources they can use to carry it out. Both decided to ask help from their friends from the Finance Department and Human Resource Department to help them with their research.

- a. How does the social environment of the organisation support Oliver and Ethan in completing their in-depth market research?

[Approx. word count: 30 – 40 words]

The social environment of a workplace consists of the employees' social relationships with each other, their cultural backgrounds, and the workplace's physical surroundings.

For satisfactory performance, the student must explain how the social environment of the organisation supports the completion of the in-depth market research. The response must be in accordance with the scenario given.

<<Insert your response here>>

Being friends with the other employees from the other departments extends the resources Oliver and Ethan can use in gathering information for their research. Also, the conference room allows them to focus on their workload.

- b. How does the social environment of the organisation hinder Oliver and Ethan in completing their in-depth market research?

[Approx. word count: 30 – 40 words]

For satisfactory performance, the student must explain how the social environment of the organisation hinders the completion of the in-depth market research. The response must be in accordance with the scenario given.

<<Insert your response here>>

Communicating with the other employees from the other departments can distract both Oliver and Ethan from their work. This might be due to some catchups that might happen or questions the other employees might raise with them both.

Question 5

Briefly explain how each of the techniques below can be applied in developing positive relationships with co-workers.

Assessor Instructions: The student must briefly explain how each of the techniques below can be applied in developing positive relationships with co-workers.

For satisfactory performance, the explanation must show how the specified techniques are applied in developing positive relationships with co-workers.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

Techniques	How Each Technique Can Be Applied in Developing Positive Co-Worker Relationships
a. Having a supporter interpersonal style	<p><<Insert your response here>></p> <p>Having a supporter interpersonal style helps in developing positive co-worker relationships because it is relationship oriented. An employee must be cooperative, patient, kind, and attentive when communicating with their co-workers to achieve collaboration and friendship, which results in having a positive relationship with co-workers.</p>
b. Practising positive communication	<p><<Insert your response here>></p> <p>Practising positive communication helps in developing positive co-worker relationships. Employees who restructure their messages using positive language, phrasing, and words help in boosting other employees' morale and engagement, resulting in a positive relationship and no hard feelings for each other.</p>
c. Conducting consultations when conflicts arise	<p><<Insert your response here>></p> <p>An employee must make time to consult with the other concerned employee to talk about their conflict and find a way to resolve it. This develops positive relationships with co-workers because it shows that the employee value their friendship with their co-workers before it gets destroyed.</p>
d. Being sensitive to diverse cultural backgrounds	<p><<Insert your response here>></p>

<i>Examples are national, ethnic, racial, and religious backgrounds.</i>	An employee who is sensitive to a co-worker's different background equates to someone who is respectful of their varying traditions, beliefs, etc. Giving respect to co-workers foster positive relationships.
e. Being sensitive to diverse social backgrounds <i>Examples are socioeconomic status, geographical origin, sexual orientation, gender, etc.</i>	<<Insert your response here>> An employee who is sensitive to a co-worker's socioeconomic status, geographical origin, sexual orientation, gender, etc., shows that they are not discriminatory when being friends with them. This promotes a positive relationship among co-workers.
f. Being active in building networks	<<Insert your response here>> Being active in networking helps develop positive co-worker relationships because an employee gets to gather new ideas, gets access to useful knowledge and opportunities, gets advice and support, etc. Being helpful in one way or another contributes to the development of positive co-worker relationships.

Question 6

Briefly explain how each of the techniques below builds trust and confidence in co-workers.

Assessor Instructions: The student must briefly explain how each of the techniques below builds trust and confidence in co-workers.

For satisfactory performance, the explanation must show how the specified techniques build trust and confidence in co-workers.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

Techniques	How Each Technique Builds Trust and Confidence in Co-Workers For satisfactory performance, the student must briefly explain how each of the techniques can be applied in building trust and confidence in a team in the workplace. Responses must correspond to the technique being specified. [Approx. word count per explanation: 20 – 50 words]
a. Having a supporter interpersonal style	<<Insert your response here>> Employees who have this style are naturally enthusiastic. They usually draw out the most reserved personality of their co-workers and verbalise their appreciation and support of them. Doing these brings out their co-workers' confidence. Additionally, employees who have this style share

	similar experiences to strengthen their connection with their co-workers, therefore building trust among them.
b. Practising positive communication	<<Insert your response here>> Practising positive communication builds employees' trust and confidence in their abilities, especially when giving feedback or constructive criticism. Positive communication helps them motivate themselves to do better.
c. Conducting consultations when conflicts arise	<<Insert your response here>> Conducting consultations when conflicts arise shows that employees' voices and concerns are heard, which builds trust and confidence among co-workers.
d. Being sensitive to diverse cultural backgrounds <i>Examples are national, ethnic, racial, and religious backgrounds.</i>	<<Insert your response here>> Being sensitive to co-workers' diverse backgrounds builds trust because there is the assurance that being different is not going to affect how the organisation works, etc. It builds confidence in the way that it allows those who have different backgrounds to do their job properly, without being judged by their co-workers.
e. Being sensitive to diverse social backgrounds <i>Examples are socioeconomic status, geographical origin, sexual orientation, gender, etc.</i>	<<Insert your response here>> Being sensitive to other employees' varying social factors builds trust because sensitive topics are handled well by the employees. It builds confidence because the system of the organisation is adjusted to cater to everyone's needs, resulting in the members being able to do their work according to their respective capacities.
f. Being active in building networks	<<Insert your response here>> Part of this technique is exchanging ideas and support, which encourages employees to share with their co-workers. This results in building trust and confidence among the employees because they know their ideas and support are valued.

Question 7

Complete the table below:

- Indicate below which state/territory you are currently based or located in.
- Identify one legislation that has an impact on employer-employee relationships.

Legislation must be the one used in your indicated state/territory. It must be the current iteration.

Answer the questions that follow about employer-employee relationships.

Assessor Instructions: The student must complete the table below:

- Indicate below which state/territory you are currently based or located in.
- Identify one legislation that has an impact on employer-employee relationships.
- Legislation must be the one used in your indicated state/territory. It must be the current iteration.
- Answer the guide questions that follow about employer-employee relationships.

For satisfactory performance, responses must show one legislative requirement that impacts employer-employee relationships. Responses for the guide questions must correspond to the identified legislation of the student.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

Your Current State/Territory	<p><<Insert your response here>></p> <p>The student must indicate which state/territory they are currently based or located in. Responses will vary, e.g.</p> <p>Victoria</p>
Legislation <i>It must be the one used in your indicated state/territory. It must be the current iteration.</i>	<p><<Insert your response here>></p> <p>The student must identify one legislation that has an impact on employer-employee relationships, e.g.</p> <p>Equal Opportunity Act 2010</p>
<p>a. Identify one legislative requirement that has an impact on employer-employee relationships. [Approx. word count: 30 – 50 words]</p> <p>For satisfactory performance, the student must identify one legislative requirement that has an impact on employer-employee relationships. Responses must correspond to the identified legislation.</p>	
<p><<Insert your response here>></p> <p>The Equal Opportunity Act 2010 states that an employer must not discriminate against an employee by denying or limiting access by the employee to opportunities for promotion, transfer, or training or to any other benefits connected with the employment.</p>	
<p>b. Briefly explain how the identified legislative requirement impacts employer-employee relationships. [Approx. word count: 30 – 50 words]</p> <p>For satisfactory performance, the student must briefly explain how the identified legislative requirement impacts employer-employee relationships. Responses must correspond to the identified legislative requirement.</p>	

<<Insert your response here>>

The prohibition allows the employee to be eligible to grab workplace opportunities such as those mentioned in the legislative requirement. There cannot be any discrimination between the employer and employee, the latter must be treated fairly and without bias by the former.

Question 8

For this question, you must do the following:

- Review two policies on co-worker relationships of the organisation you have chosen in the preliminary task.
- Specify the name of the two policies.
- Answer the guide questions below.

Access the documents below to assist you in answering the guide questions.

- Employee Relations Policy
- Mediation Policies and Procedures

Assessor Instructions: The student must do the following:

- Review two policies on co-worker relationships of the organisation they have chosen in the preliminary task.
- Specify the name of the two policies.
- Answer the guide questions below.

For satisfactory performance, explanations must show how the policies impact the given co-worker relationships. Responses must correspond to the consultation process of the workplace.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

Name of the First Policy on Co-Worker Relationships	<<Insert your response here>> Employee Relations Policy
a. Identify one policy statement of the first policy on co-worker relationships that has an impact on team leader-member relationships in the workplace. [Approx. word count: 10 - 30 words] <i>A team leader usually serves as a mentor or trainer to other employees. They take the lead in carrying out the work task assigned by the supervisor.</i>	
<<Insert your response here>> The involvement of all members in decision-making and issue resolution of team problems is ensured at every level.	

b. Briefly explain how the identified policy statement impacts team leader-member relationships in the workplace.

[Approx. word count: 30 – 50 words]

<<Insert your response here>>

Valuing the input of all team members in decision-making and issue resolution makes them feel that their opinions and thoughts are important and that they are contributing greatly to the solution of the issue. This results in positive and productive team leader-member relationships in the workplace.

Name of the Second Policy on Co-Worker Relationships

<<Insert your response here>>

Mediation Policies and Procedures

a. Identify one policy statement of the second policy on co-worker relationships that has an impact on supervisor-employee relationships.

[Approx. word count: 30 – 50 words]

A supervisor usually carries out administrative and technical tasks such as overseeing the work of other employees, scheduling people, assigning work tasks, checking quality, etc.

<<Insert your response here>>

In cases where a conflict is more serious in nature, employees in the supervisory position as well as Human Resources employees will act as a mediator to help resolve the conflict.

b. Briefly explain how the identified policy statement impacts supervisor-employee relationships.

[Approx. word count: 40 – 60 words]

<<Insert your response here>>

Demonstrating bias for or against specific employees is prohibited by the organisation. A mediator must not give bias to those employees whose positions are higher than the regular employee. They must treat everyone fairly to arrive at a just agreement for the conflict on hand and for everyone to have an equal opportunity to be heard in the workplace.

Question 9

You are a newly hired Personal Trainer at Bounce Fitness. A client wants to know more about the organisation's services that can help him with his current lifestyle. You relay the information to your mentor so she can help you with the information you will be communicating with the client.

Complete the table:

- Identify one technique for communicating with the following stakeholders in relation to Bounce Fitness's services.

- b. Briefly explain how you would use the technique to communicate with the specific stakeholder regarding Bounce Fitness's services.

Assessor Instructions: The student must complete the table:

- a. Identify one technique for communicating with the following stakeholders in relation to Bounce Fitness's services.
- b. Briefly explain how you would use the technique to communicate with the specific stakeholder regarding Bounce Fitness's services.

For satisfactory performance, responses must show techniques for communicating with the stakeholders. Explanations must show how the techniques are used in communicating Bounce Fitness's services with the stakeholders.

Stakeholder	<p>Technique</p> <p>For satisfactory performance, the student must identify one technique for communicating with the stakeholders. Responses must correspond to the specific stakeholder.</p> <p>[Approx. word count: 5 - 10 words]</p>	<p>How Would You Use the Technique to Communicate with the Specific Stakeholder</p> <p>For satisfactory performance, the student must briefly explain how they would use the identified technique in communicating Bounce Fitness's services with the stakeholders. Responses must correspond to the specific stakeholder.</p> <p>[Approx. word count: 30 - 50 words]</p>
a. Client	<p><<Insert your response here>></p> <p>Avoid vagueness when explaining Bounce Fitness's services</p>	<p><<Insert your response here>></p> <p>When communicating the services of Bounce Fitness to the client, it is important to avoid vagueness and give precise details as to what the offered services are and what they tackle. Deliver the purpose of the services in a short and straightforward way to avoid any unnecessary misunderstandings.</p>
b. Mentor	<p><<Insert your response here>></p> <p>Allow others to speak when communicating</p>	<p><<Insert your response here>></p> <p>When communicating about the services of Bounce Fitness with the mentor, it is important to allow them to speak. Do not interrupt them when speaking, directly ask them for specific details about the services, etc. This opens the floor for any clarifications about the services being offered.</p>

Question 10

After communicating about the services of Bounce Fitness, the client decided they want to avail its services. It is now time to discuss with the client their current lifestyle and provide ideas for the development of their fitness plan. After developing the fitness plan, you relay it to your mentor again to see if the plan is on the right track.

Complete the table:

- a. Identify one technique for communicating with the following stakeholders in relation to the fitness plan.
- b. Briefly explain how you would use the technique to communicate with the specific stakeholder regarding the fitness plan.

Assessor Instructions: The student must complete the table:

- a. The student must identify one technique for communicating with the following stakeholders in relation to the fitness plan.
- b. The student must briefly explain how you would use the technique to communicate with the specific stakeholder regarding the fitness plan.

For satisfactory performance, responses must show techniques for communicating with the stakeholders. Explanations must show how the techniques are used in communicating about the fitness plan.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

Stakeholder	<p>Technique</p> <p>For satisfactory performance, the student must identify one technique for communicating with the stakeholders. Responses must correspond to the specific stakeholder.</p> <p>[Approx. word count: 5 - 10 words]</p>	<p>How Would You Use the Technique to Communicate with the Specific Stakeholder</p> <p>For satisfactory performance, the student must briefly explain how they would use the identified technique in communicating about the fitness plan. Responses must correspond to the specific stakeholder.</p> <p>[Approx. word count: 30 – 50 words]</p>
a. Client	<p><<Insert your response here>></p> <p>Be clear when explaining fitness plan ideas</p>	<p><<Insert your response here>></p> <p>When communicating the fitness plan ideas to the client, it is important to be clear on what the ideas aim to achieve so they can understand their importance. Avoid using filler words, unnecessary synonyms, and complex terminologies to describe the ideas, and just go straight to the point.</p>
b. Mentor	<p><<Insert your response here>></p> <p>Give and receive feedback on the developed fitness plan</p>	<p><<Insert your response here>></p> <p>When communicating the fitness plan to the mentor, it is important to be open to giving and receiving feedback. Let the mentor speak on what they thought of the ideas, listen to understand what they are saying, and then answer respectively to clarify any issues.</p>

Question 11

Identify two methods that can be used to resolve conflict in the workplace. Briefly explain how each method is conducted when resolving conflict in the workplace.

Methods refer to actions or processes employees can make use of to resolve conflict.

Assessor Instructions: The student must identify two methods that can be used to resolve conflict in the workplace. The student must briefly explain the steps of how each method is conducted when resolving conflict in the workplace.

For satisfactory performance, responses must show methods that can be used to resolve conflict in the workplace. Explanations must show how the corresponding methods are conducted in resolving conflict in the workplace.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

Method For satisfactory performance, the student must identify two methods that could be used to resolve conflict in the workplace. [Approx. word count: 5 - 10 words]	How the Method is Conducted When Resolving Conflict in the Workplace For satisfactory performance, the student must briefly explain how each method is conducted in resolving conflict in the workplace. The explanation must contain the steps of conducting the identified method. [Approx. word count: 30 – 50 words]
a. <<Insert your response here>> Negotiating to resolve the conflict between disputing parties	<<Insert your response here>> Negotiation is conducted with the disputing parties to compromise on terms favourable to both. There must be a discussion about the conflict and then a negotiation towards a win-win outcome where both sides will get something positive out of the negotiation.

<p>b. <<Insert your response here>></p> <p>Mediating to resolve the conflict between disputing parties</p>	<p><<Insert your response here>></p> <p>Mediation is conducted with a third person, usually a Human Resource officer or supervisor, to help disputing parties achieve a solution or agreement. There must be a formal setting where both parties can air their concerns, and the mediator will help them achieve a final agreement and closure. If the disputing parties did not reach an agreement, a mediator must help them determine when is the best time to mediate again to try and resolve the conflict.</p>
--	--

Question 12

You are a Personal Trainer of Bounce Fitness. You have been mentoring a new trainer for one month now, and they do not seem to be improving.

Identify two methods that could be used to manage the new trainer's poor work performance in the workplace. Briefly explain how each method manages the new trainer's poor work performance.

Assessor Instructions: The student must identify two methods that could be used to manage the new trainer's poor work performance in the workplace. The student must briefly explain how each method manages the new trainer's poor work performance.

For satisfactory performance, responses must show methods that could be used to manage poor work performance in the workplace. Explanations must show how the corresponding methods help in managing poor work performance in the workplace.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

<p>Method</p> <p>For satisfactory performance, the student must identify two methods that could be used to manage the new trainer's poor work performance in the workplace.</p> <p>[Approx. word count: up to 5 words]</p>	<p>How the Method Manages the New Trainer's Poor Work Performance</p> <p>For satisfactory performance, the student must briefly explain how each method manages the new trainer's poor work performance. Responses must correspond to the identified method.</p> <p>[Approx. word count: 20 – 40 words]</p>
<p>a. <<Insert your response here>></p> <p>Provide additional training</p>	<p><<Insert your response here>></p> <p>Providing additional training helps the new trainer identify the areas of the job where they are having a hard time and practice them to improve their performance.</p>

<p>b. <<Insert your response here>></p> <p>Reassign to a different task</p>	<p><<Insert your response here>></p> <p>Reassigning the new trainer to a different task that will suit their abilities better opens effective the opportunity for them to be more productive. Doing this method can help the employees figure out where their skills rightfully fit.</p>
---	--

Question 13

Complete the table below:

- a. Identify one method for each of the following:
 - Monitoring co-worker relationships
 - Analysing co-worker relationships
 - Improving co-worker relationships
- b. Briefly explain how each identified method can be used to do each of the following:
 - Monitoring co-worker relationships
 - Analysing co-worker relationships
 - Improving co-worker relationships.

Assessor Instructions: The student must complete the table below:

- a. Identify one method for each of the following:
 - Monitoring co-worker relationships
 - Analysing co-worker relationships
 - Improving co-worker relationships
- b. Briefly explain how each identified method can be used to do each of the following
 - Monitoring co-worker relationships
 - Analysing co-worker relationships
 - Improving co-worker relationships

For satisfactory performance, responses must show methods to monitor, analyse, and improve co-worker relationships. Explanations must show how the corresponding methods can be used in monitoring, analysing, and improving co-worker relationships.

Students' wording may vary, but their responses will need to reflect the content in the sample answer below.

	<p>Method</p> <p>For satisfactory performance, the student must identify one way or process of monitoring, analysing, and improving co-worker relationships.</p> <p>[Approx. word count: up to 5 words]</p>	<p>How Each Method Can Be Used</p> <p>For satisfactory performance, the student must briefly explain how the method can be used in monitoring, analysing, and improving co-worker relationships. Responses must correspond to the identified method.</p> <p>[Approx. word count: 20 – 40 words]</p>
<p>Monitoring Co-Worker Relationships</p>	<p>a. <<Insert your response here>></p> <p>Conduct a Staff Welfare Check</p>	<p><<Insert your response here>></p> <p>This method can be used to monitor co-worker relationships because it interrogates the employees about their personal and professional lives, including their relationships with their co-workers. This shows if they are having any issues with any of their co-workers.</p>
<p>Analysing Co-Worker Relationships</p>	<p>b. <<Insert your response here>></p> <p>Provide consultations</p>	<p><<Insert your response here>></p> <p>Consulting with co-workers can help analyse their respective relationships. It gives them an avenue to talk about the status of their relationships, such as the positive and negative aspects of their relationships.</p>
<p>Improving Co-Worker Relationships</p>	<p>c. <<Insert your response here>></p> <p>Organise a team building</p>	<p><<Insert your response here>></p> <p>Team building can be used to improve co-worker relationships because the activities included usually aim to build collaboration and teamwork. Participating in such activities improves co-workers' relationships with each other.</p>

Assessment checklist:

Students must have completed all 13 questions within this assessment before submitting. This includes:

1	13 short answer questions to be completed in the spaces provided.	<input type="checkbox"/>
---	---	--------------------------



Congratulations you have reached the end of Assessment 1!

© UP Education Online Pty Ltd 2021

Except as permitted by the copyright law applicable to you, you may not reproduce or communicate any of the content on this website, including files downloadable from this website, without the permission of the copyright owner.

© 2021 Precision Group (Australia)

No part of this resource may be reproduced in any form or by any means, electronic or mechanical, including photocopying or recording, or by an information retrieval system without written permission from Precision Group (Australia). Legal action may be taken against any person who infringes their copyright through unauthorised copying. These terms are subject to the conditions prescribed under the Australian Copyright Act 1968.