

# WORKING EFFECTIVELY WITHIN THE WORKPLACE AND WITH OTHERS

REGIONAL AUSTRALIAN WORKFORCE DEVELOPMENT  
“DRIVEN BY LOCAL INDUSTRY & COMMUNITY”



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# 1. INTRODUCTION

## HOW TO USE THESE MATERIALS

This workbook relates to working effectively with others in industry and is appropriate to people employed in a range of workplaces in the regional and remote sectors of Australia.

Skills and knowledge developed will ensure your ability to be an effective employee in your workplace. Resources and activities provided are designed to develop your skills and provide formative assessments to monitor progress.

Successful completion of appropriate summative assessments provided by your Registered Training Organisation (RTO) will enable you to achieve competency in the unit applicable to your sector.

**These student materials apply to the following industry sectors and units of competence.**

Sector	Unit code	Book	Unit name
Business/Retail/ Services	BSBIND201A BSBWOR203A	Book 1	Work Effectively in a Business Environment Work Effectively with Others
Construction Industry	CPCCCM1002A	Book 1	Work Effectively and Sustainably in the Construction Industry
Resources/Infrastructure	RIIBEF201A	Book 1	Plan and Organise Work
Community Services/Health	CHCORG202C	Book 1	Work with Others
Local Government	LGACORE104B	Book 1	Work Effectively in Local Government

# 2. LEARNING MATERIALS

## WHAT ARE THEY ABOUT?

This workbook describes the performance outcomes, skills and knowledge required to work effectively as an individual and as part of a team within most commercial or business environments in the regional and remote sectors of Australia.

It includes:

- identifying the rights and responsibilities of employees and employers
- conducting business in accordance with organisational goals, values, standards and legislated requirements
- dealing effectively with issues, problems and conflict
- demonstrating competence, effectiveness and safe work practices in completing a range of routine daily work activities
- working in an environmentally sustainable manner

### 2.1 EMPLOYABILITY SKILLS

The learning materials provide opportunities to develop and apply employability skills that are learnt throughout work and life to your job.

The statements below indicate how effective work processes may be applied in your workplace. In completing the activities and summative assessments you must be able to demonstrate competent employability skills in the workplace.

Communication	<ul style="list-style-type: none"> <li>• communicating verbally with clients and colleagues</li> <li>• drafting routine correspondence that meets the organisational standards of style, format and accuracy</li> <li>• listen carefully to instructions and information</li> <li>• sharing information (e.g. with other staff and possibly with clients)</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• working in a team environment to promote team commitment and cooperation</li> <li>• applying teamwork skills to a specific range of situations</li> <li>• work cooperatively with people of different ages, gender, race, religion or political persuasion and people with disability</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• choosing appropriate methods for communication and transferring information</li> <li>• listening to and resolving concerns in relation to workplace issues (ie. within scope of own role)</li> <li>• resolving work related problems which may include conflicts</li> </ul>
Initiative and Enterprise	<ul style="list-style-type: none"> <li>• identify potential improvements to working practice and conditions</li> <li>• adapting to new situations (.ie. within scope of own role)</li> <li>• identifying the need to refer tasks which fall outside scope of job/role to others</li> </ul>
Planning and Organising	<ul style="list-style-type: none"> <li>• basic information to be gathered and organised accordingly</li> <li>• planning and organising own work schedule for the day</li> <li>• adapting to new situations (i.e. within scope of own role)</li> </ul>
Self-Management	<ul style="list-style-type: none"> <li>• obtaining feedback on work performance and identifying opportunities for improvement</li> <li>• understand the standard of work expected at a work site</li> <li>• managing time and priorities (i.e. in relation to tasks required for own role)</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• encouraging, acknowledging and acting on constructive feedback from team members</li> <li>• be willing to learn new ways of working</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• use technology to monitor and report on work progress</li> <li>• use communications technology appropriate to the workplace (email, mobile, radio, etc.)</li> <li>• using basic technology skills to organise data</li> </ul>

# 3. WORK WITHIN

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## ORGANISATIONAL REQUIREMENTS

Every workplace will have written procedures that list the organisations daily operating requirements. It is likely your workplace will have procedures or policies for legislated compliance requirements related to:

- access and equity
- anti-discrimination
- ethical standards
- OHS
- employment agreements
- industrial awards
- industry and workplace codes of practice

It is essential that both the business and people working within the business, operate within the legislated requirements.

In addition to legislated requirements the business may have many other written plans, procedures or workplace instructions. These may include:

- organisational values and behaviours
- work procedures and quality assurance manuals
- business and performance plans
- goals, objectives, plans, systems and processes
- quality and continuous improvement

So what do the legislated and other workplace plans and procedures mean to you?

As a person who wants to participate effectively in your workplace, it means that you actively cooperate and demonstrate appropriate workplace attitudes and behaviour that allow the workplace to meet compliance and work policy requirements.



In thinking about how you can help achieve quality workplace outcomes, did you consider any of the following?:

- Your personal work space is always kept well organised.
- You regularly seek feedback on work performance from supervisors.
- You obtain feedback from clients or customers.
- You seek to improve your skills by additional training.
- You plan your workload to achieve maximum efficiency and productivity.
- You actively research opportunities for advancement in your career within your workplace.
- You actively contribute to ongoing improvements in the workplace and always accept change.
- You always consider the safety of yourself and others in the workplace.

While the activity above has helped you identify all of the policies, procedures and work instructions that apply to your job in your workplace, we now need to spend some time concentrating specifically on your ability to identify, recognise and follow behaviour that contributes to a safe work environment.

Australian government and state and territory legislative requirements applicable to OHS in your workplace may include:

- Australian standards
- Specific industry OHS standards and guidelines
- Duty of care
- Licences, tickets or certificates of competency
- National Code of Practice for specific industry sectors
- National safety standards
- OHS and Welfare Acts and regulations

Log onto the website Australian Government OH&S Regulations and Acts and then follow links to your state and/or your industry sector to gain additional information applicable to you. Remember that as a worker, the safer you are the more effective and valuable you will be to the workplace.

[http://www.comcare.gov.au/laws\\_and\\_regulations/ohs\\_act\\_regulations\\_and\\_code](http://www.comcare.gov.au/laws_and_regulations/ohs_act_regulations_and_code)

Occupational health and safety (OHS) in the workplace is all about ensuring safe and healthy working conditions, and preventing illness and injury in the workplace. OHS is probably one of the biggest and most influential factors affecting small business (the workplace), both financially and from a human resource perspective, if not planned for and addressed appropriately.

Many workplaces have far too many hazards that with a bit of planning can be significantly reduced. It may be that a better work procedure, new technology or regular training can substantially reduce safety risks to owners and employees.

However the starting point for every employee in every workplace should be an induction process.

Every employer should have procedures that ensure a new employee is carefully and thoroughly inducted into the workplace. A variety of policies, procedures and forms may be used during this process and will be dependent on legislated requirements and individual business needs. An Enterprise OHS Consultation Procedure and Induction is a good starting point as it ensures the importance of OHS and safe work practices are very evident from Day 1.

## → ACTIVITY 2

**Ask your employer to complete this consultation procedure and induction. Provide a copy to your assessor or alternatively, complete one already used in your workplace and provide a copy to your assessor.**

Enterprise OHS Consultation Procedure and Induction			
This policy recognises that:	(list business here)		
Name:	(write name here)		
Sign:		Date:	
– is committed to regular discussions with employees to ensure communication and consultation of all health and safety issues			
– allows staff to contribute and make suggestions to all OHS procedures/processes			
– provides a safe work place and safe equipment at all times			
– provides appropriate induction and training so that employers act in a safe manner			
– provides support for interpretation of instructions and signage if needed			
– provides appropriate work procedures for workplace duties			
– ensures information regarding the organisation OHS policies and procedures is made readily accessible to all employees			
This policy recognises that:	(Staff Name here)		
Sign:		Date:	(Commencement)
– is committed to regular discussions with employer to ensure communication and consultation of all health and safety issues			
– contributes and makes suggestions to all OHS procedures/processes			
– follows all reasonable instructions			
– works in a safe and responsible manner so as not to injure themselves, or anyone else and at all times follows workplace procedures			
– participates in appropriate induction and training as required including emergency response training			
– uses any personal protective equipment that is provided			
– does not work under the influence of alcohol or drugs (including medication)			
Write a brief description of job and regular tasks here:			

**Look at the safety induction checklist – make sure each statement in the checklist has been initialled by employer and employee to ensure all sections have been covered.**

Task	Employee initial	Employer initial
description of position		
employment location and typical work environment		
explain work tasks, safe work practices and workplace hazards		
tour of workplace		
provide copies of all OSH policies, work procedures and checklists		
explain Duty of Care for employer and employees		
compensation claims process and rehabilitation		
personal protective equipment required and training in correct use		
schedule of compulsory ongoing training		
emergency response procedures understood		
name of manager/supervisor and first aid officer		

In addition to the induction process, your employer is likely to have a number of other safe work issues that need to be considered to ensure efficient actions are implemented in an emergency. These actions should include:

- The provision of simple clear and workable emergency action checklists. As you work in your job on a daily basis, you should actively participate in helping your employer develop/improve simple written checklists describing how duties and tasks are to be completed in a safe manner and how workers should react in an emergency.
- The need to provide regular staff training related to workplace safety and emergency responses.
- Maintaining specific levels of workplace tidiness and cleanliness to reduce additional risks in an emergency.
- Maintaining specific facilities for workplace safety and first aid.



# 4. WORK IN A TEAM

## AND DEVELOP EFFECTIVE WORKPLACE RELATIONSHIPS

This workbook is all about being an effective worker. To be an effective worker means many things. It means that you are a:

- safe worker
- worker who is responsible for the quality of their work
- worker that communicates well and works as a team member, sharing information and resources
- worker that seeks to resolve conflicts and problems
- worker that accepts change
- worker who appropriately utilises resources for maximum efficiency and with regard to the environment
- worker that plans their daily work

Planning is essential regardless of your job role or responsibilities because as a worker you are part of a group or team. This might be a small team of two, or a large team such as a company or an organisation. It is very rare for someone to work completely alone. Even in the most isolated of situations where you may be physically alone there is still a work plan, a communication process and an emergency response process.

As a member of a team it is very important to realise that the actions of every individual will impact on the team as a whole. Quite simply, the way you work affects everyone else. Think about how you would feel if you worked with someone who showed the following habits:

- disorganised
- late
- does not bring the correct tools and equipment
- does not use safety gear
- leaves the workplace in a mess
- cannot be communicated with, because they have not turned on the radio or mobile
- does not finish a job (manage their workload) in the designated time, thus holding everyone else up

In every workplace situation and on every workday, a person who is truly an effective worker will endeavour to:

- Take time and resource constraints into account in fulfilling work requirements.
- Contribute actively to the team and the appropriate work outcomes.
- Encourage, acknowledge and act upon constructive feedback.
- Identify their responsibilities and duties in relation to workgroup members and undertake activities in a manner that promotes cooperation and good relationships.
- Communicate appropriately with others about work issues.
- Provide support to team members to ensure workgroup goals are met.
- Share information relevant to the work with co-workers.





# 5. CONTRIBUTE TO

## CHANGE PROCESSES AND WORK COOPERATIVELY WITH OTHERS

So far in the workbook, you have looked at your responsibilities in the workplace and what you need to do to be an effective worker. Part of that responsibility involves contributing to and accepting change, as well as working cooperatively with others.

Accepting change in the workplace involves:

- Identifying and accepting the implications of change.
- Acting on agreed changes to improve work outcomes.

Working cooperatively with others in the workplace involves:

- Showing respect for different roles and responsibilities.
- Demonstrating respect for rights of other workers.
- Showing respect for cultural and physical differences.
- Working together for mutually productive outcomes.

An important aspect of any work place is the ability to work with others as a team.

Wherever people work together, groups or teams will be formed. In the workplace each team/ group can have multiple goals and the groups can be formal or informal. The groups can be created to complete defined tasks. This is generally a formal work group. Sometimes workgroups or teams “occur” as a natural result of working together cooperatively over a period of time. This occurs because the workers generally have the common interest of a productive and cooperative workplace.







In completing Activity 6, you will have seen that while people work together in the workplace to achieve a shared outcome, there are many individual differences that need to be accommodated. It is often assumed that we naturally develop the skills to work with others but this is not the case. Working cooperatively is a learned skill. A progressive and productive workplace will encourage opportunities for you to improve these skills. It makes sense that if you are increasingly better at working as a team, you will also consistently improve your ability to accept and manage change. The workplace has a good motive for promoting team work and cooperation because experience shows that team working:

- increases energy and creativity
- makes the most of a range of skills and knowledge
- improves understanding, communication and a sense of shared purpose
- improves efficiency

Consider the most important aspect of working in a productive team. It is communication. To participate in a team in a positive and beneficial way you must have the ability to:

- Take part in one-to-one as well as group discussions.
- Respond appropriately to others.
- Adapt what you say to suit different situations.
- Listen carefully to what others say.
- Develop points and ideas, with an awareness of others' feelings, beliefs and opinions.
- Encourage others to contribute.
- Listen and respond sensitively.
- Respond perceptively to contributions from others.



While considering your strengths and weaknesses in working cooperatively as a team member, did you identify any issues that you need to work on? Some people may have identified problems such as difficulty taking a leadership role or the opposite, being a difficulty accepting people in authority. It is generally accepted that a young person in a new job, must very quickly learn to accept authority. It is entirely likely that you must take direction and instructions from a number of people in your workplace. As such, it is important to accept authority in order to be an effective member of the team.

It may also be expected or hoped that you will take some leadership roles. In a workplace where you are young or at a basic level in your first job, you can still show leadership qualities. These qualities will be valued by your supervisor. Developing these qualities can only enhance your career and your skills as an effective team member. Leadership skills in a young person are likely to include:

Skill	Demonstrated by
Influencing others	<ul style="list-style-type: none"> <li>• Motivate others to achieve desired outcomes.</li> <li>• Recognise the importance of building professional relationships.</li> <li>• Develop networks of contacts and colleagues.</li> <li>• Establish rapport with key players.</li> <li>• Gain cooperation and commitment from others.</li> </ul>
Respect for others	<ul style="list-style-type: none"> <li>• Actively seek to foster an environment that supports diverse individuals and perspectives, fairness, dignity, compassion, and creativity in the workplace.</li> </ul>
Looking out for others	<ul style="list-style-type: none"> <li>• Recognise the needs and abilities of others.</li> <li>• Support and assist others in the workplace.</li> </ul>
Effective communication	<ul style="list-style-type: none"> <li>• Be an active and supportive listener.</li> <li>• Participate in the open exchange of ideas.</li> <li>• Communicate effectively.</li> <li>• Write clearly and concisely.</li> </ul>
Group dynamics	<ul style="list-style-type: none"> <li>• Contribute to and encourage commitment, pride, team spirit, and strong relationships.</li> <li>• Recognise and contribute to group efforts.</li> <li>• Foster group identity and cooperation.</li> <li>• Motivate and guide others toward goal accomplishment.</li> <li>• Consider and respond to others' needs and capabilities.</li> </ul>

# 6. DEVELOP EFFECTIVE

## WORK HABITS

As you have progressed through this workbook, you have gradually developed a clear understanding of the basic skills expected of an employee who can work effectively with others. However, to work effectively with others, you first must be able to develop the skills to plan for and carry out your own daily work tasks efficiently and safely.

At the commencement of your employment, your employer has an expectation that you will quickly develop the basic daily planning skills applicable to your tasks and complete them in a safe manner.

To work effectively with others in the workplace, you must develop strategies to allow for the development of effective work habits. These strategies are likely to include:

- Set priorities and manage your time to meet deadlines.
- Set and achieve goals.
- Effectively organise your daily actions.
- Consistently seek better options for tasks to improve productivity and outcomes.
- Prevent burnout.

How can you progress to being considered a valuable employee rather than just a worker? How can you “go the extra mile”, when you are just a young person starting your career? Sometimes people feel that it is difficult to progress because they don’t get an “opportunity”. Look carefully at those that have been given opportunities and are progressing in their job. It is because they are completing their daily tasks, but they are always adding something “extra”. This does not mean they are doing work they are not trained for or asked to do. Within the confines of your own work tasks, you can consistently demonstrate that you are a “special employee” and are worth giving opportunities to progress in your career.

So what can you do?

- Always ensure your work is of the highest quality and standard possible. If a mistake occurs, accept responsibility immediately and honestly and have a plan for fixing the error.
- Study your work tasks as you complete them. If you are able to identify areas for improved productivity, then suggest the ideas to your supervisor.
- Suggest solutions to a problem, even if you are not directly involved. Make sure your solution is valid and you are not just perceived as wasting time.
- Always apply appropriate compliance documentation relevant to the work activity.
- Always plan your work from an analysis of the required outcomes i.e. standard required, available time and resources.
- Always select appropriate tools, plant and equipment for the task, check for serviceability, rectify and report any faults.
- Always work safely, including use of personal protective equipment (PPE).
- Additional support needed to achieve or improve work outcomes or quality, is communicated clearly to the appropriate personnel.








Planning work tasks with your supervisor

If it is assumed you are a young, new employee and that your work is at a reasonably basic level, then how can you demonstrate a “quality outcome”? There are a number of small things that you can integrate into your daily work plan that show you are always striving to achieve a quality outcome. These can include:

- Negotiating and agreeing upon work goals and plans, always requesting slightly more complex tasks after showing you have mastered current tasks.
- Immediately asking questions or seeking guidance if difficulties arise in achieving allocated tasks.
- Always completing tasks within designated time lines and according to workplace instructions.
- Always completing work documentation and/or reports as required, related to your work activities, promptly and fully.
- Using tools, equipment and business technology efficiently and safely to complete work tasks.
- Regularly communicating progress of task to supervisor.
- Identifying factors that may affect a quality outcome that are beyond your control such as inclement weather, inadequate resource, technology/equipment breakdowns.

Always consider how you can achieve a quality outcome by applying the SMART goal-setting formula. This simple formula ensures that you are not becoming inefficient and ineffective in the workplace because you are inappropriately focussed on unachievable an non-productive outcomes.

S	M	A	R	T
Specific	Measurable	Attainable	Realistic	Timely
				
Be specific.	If you can't measure it, you can't do it.	A goal/outcome needs to be a challenge, but still be within reach.	A goal/outcome must be do-able.	A goal/outcome should have a time frame.
Know exactly what you want to happen.	The outcome must be measured in some way.		Be realistic about what you can achieve.	This gives you a clear target to aim for.



Negotiating in workplace



A wide variety of suggestions to achieve effective outcomes could be appropriate to many of your daily work tasks.

Did you consider any of the following?

- Your personal work space is always kept well organised.
- You regularly seek feedback on work performance from supervisors.
- You obtain feedback from clients or customers.
- You seek to improve your skills by additional training.
- You plan your workload to achieve maximum efficiency and productivity.
- You actively research opportunities for advancement in your career within your workplace.
- You actively contribute to ongoing improvements in the workplace and always accept change.

After looking at your work tasks and viewing them with a SMART outcome in mind, you will have identified some areas where you feel you need training to improve your skills. In selecting what areas you are going to talk to your supervisor about, make sure the areas where you want further training are applicable to the industry and your job.

## → ACTIVITY 9

**Think carefully about your current skills, your job and list below the areas where you need further training. Split the list into 2 sections.**

What training do I need to improve my performance completing tasks in my current job?	What training should I aim to do in the future to become a more valuable and skilled employee in my workplace?

# 7. DEAL EFFECTIVELY

## WITH ISSUES, PROBLEMS AND CONFLICT

You will become a valuable person in the workplace, if you actively seek to co-operate with all of your workmates and supervisors and contribute to a productive environment. This means that you demonstrate a positive and courteous manner, recognising cultural differences and special needs.

Every workplace will have conflict from time to time. Do you know how you would solve conflict in your workplace?

It is always best to try and resolve differences on a one to one basis with the person concerned, as a first step. Personal and tactful communication is the best starting approach. You must remember to consider the other person's point of view as well as any cultural differences or special needs. However, the clear starting point for conflict resolution is yourself. You need to clearly understand how you respond to conflict situations. When you do this, you'll begin to identify your own patterns in conflict situations.

By asking yourself key questions about your responses in conflict situations, you can learn more about your style of dealing with negative interpersonal situations.

- Do you avoid conflict, hoping to "keep the peace"?
- Do you accommodate?
- Do you compete?
- Do you feel that compromise is the way resolve things?
- Do you actively collaborate?

### **AVOID**

Some people have a tendency to deny, suppress, or "put aside" the differences. This will only work if the real issue is still adequately dealt with. If not, then you will eventually become resentful. You would be better to learn to speak up respectfully about issues that bother you. If you do this tactfully, you can disagree without creating disharmony.

### **ACCOMMODATE**

Similar to avoidance is the situation where you simply accommodate, always yielding to the other person. This style can grow out of the desire to avoid conflict, or it can be due to the person's belief that his or her rights, feelings, or desires are not as important as those of others. To be an effective worker, you must also look after yourself as part of the team. Accommodating others needs over yours every time is not sustainable.

### **COMPETE**

There are those who see each workplace conflict as an opportunity to "win." They go all out to win, often at the expense of others. They show concern only for what they want. The only way to truly "win" is for everyone involved to leave the table feeling like winners, with each person's concerns having been heard and his/her basic needs met in the solution.

### **COMPROMISE**

Compromise is typically conceived as a positive step in conflict resolution. Compared with the negativity of some other ways of dealing with conflict, it is a step in the right direction. However, compromise involves identifying something that both sides must give up, so it is still not ideal.

### **COLLABORATE**

When you collaborate, you work with the other person to mutually solve the problem in a way that recognises and respects the goals of each. Be honest and direct, while being considerate. Learning effective collaboration means that you will always be aiming to achieve the best outcome in any conflict situation in the workplace.

Let's assume that you are going to work at developing your skills so that you become a "collaborator" in the workplace. Here are some tips that will help you become a good collaborator.

Tip 1 – Make sure you are clearly understood. When people in the workplace communicate with each other, they need to make sure that the other person understands what they are hearing. When interacting with others, it is often helpful to repeat the key points that you want them to remember.

Tip 2 – Remember that everyone should always be direct and truthful. Don't imply or exaggerate anything you say, this is not honestly or correctly representing the problem or conflict.

Tip 3 – If the same problems are recurring on a regular basis, have a whole of staff meeting to seek a solution to eliminate problems before they begin.

Tip 4 – Solve problems when they arise. Don't let a small problem grow into a bigger one. As soon as possible, discuss acceptable solutions to the problems with the concerned and appropriate people. Determine the best actions to solve the problem and implement those actions.

Tip 5 – If you are not able to resolve a conflict then don't bitch and gossip about it to other workmates. Immediately request that both parties refer to a supervisor or manager to support a resolution.

Remember – In seeking the resolution of any conflict, appropriate legislation such as anti-discrimination, workplace harassment and equal employment opportunity must be considered.

Working with others is not without its difficulties and problems, and at times conflicts arise. It is important that these are resolved to ensure effective and efficient working.

Now we need to consider some basic steps in a successful collaboration process. They will include:

- Gather information: identify key issues without making accusations, focus on what the issues are, not who did what, do not accuse, find fault, call names.
- Each party states their position and how it has affected them; others listen attentively and respectfully without interruption.
- Each party, in turn, repeats or describes as best they can the other's position to the listener's satisfaction. Parties try to view the issue from other points of view beside the two conflicting ones.
- Parties brain storm to find the appropriate way to collaborate and therefore achieve a mutually beneficial outcome.

**WIN  
WIN**

It is important to create a win /win situation in conflict resolution.

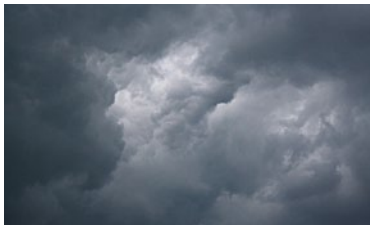


In any workplace there will also be issues and problems that are not related to personal conflict or arguments.

In solving a workplace problem you must consider your level of responsibility and your ability to actually seek and implement a solution. Consider that the response to the problem must:

- maintain a quality outcome.
- minimise impact on work schedules.
- reflect knowledge of products and processes.
- be consistent with workplace priorities and policies.

Think about your daily work tasks and consider problems that may occur during your day. Problems can arise because of many different factors and can include triggers such as:



**Inclement weather**

**A time constraint**



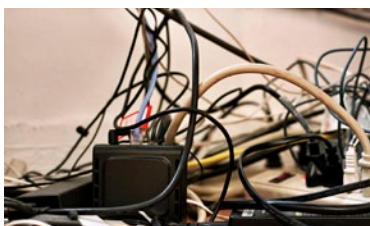
**Machinery or equipment breakdown**

**Absent workers so you are short staffed**



**An accident or emergency**

**Essential products have not arrived**



**A breakdown in communication e.g. internet is down**

## → ACTIVITY 11

**Complete the following table. For each example given, you are to describe how the issue can easily create a problem in your workplace. Suggest how your workplace can implement a solution to the problem so that workplace productivity, safety and quality is maintained.**

The issue	What problem is created	What are your suggestions to solve the problem
The deadline for a product shipment has been shortened.		
The weather is very wet and cold.		
The weather is very hot and windy.		
Two staff members are unexpectedly absent for the day.		
Essential machinery or equipment has broken down.		
A workplace accident has occurred.		
Essential consumable products required for a job have been delayed.		
The internet is not working.		

# 8. MAINTAIN PUBLIC

## AND WORKPLACE SAFETY

As an effective employee in your workplace, you have a responsibility to actively work in a safe manner and to ensure your actions do not harm others including any workplace visitor or member of the public.

You are required to:

- be responsible for your own health and safety.
- act in a manner that will not affect the safety of yourself or others.
- make a constructive contribution regarding OHS activities.
- complete daily tasks and operate equipment following designated safe work procedures.
- never work under the influence of drugs or alcohol.
- follow all reasonable instructions.
- participate in appropriate induction and training as required.

Your workplace behaviour must contribute to a safe work environment. Typically this means that you would always:

- discuss and negotiate problems with other team members.
- identify and report any risks or hazards.
- maintain day to day observation of OHS policies and procedures.
- always use personal protective equipment and clothing.
- always maintain a clean, tidy and safe work area.

### Common workplace hazards

A common way to classify hazards is by category:

- Biological – bacteria, viruses, insects, plants, birds, animals, and humans.
- Chemical – depends on the physical, chemical and toxic properties of the chemical.
- Ergonomic – repetitive movements, improper set up of workstation, lifting/manual handling.
- Physical – radiation, magnetic fields, pressure extremes (high pressure or vacuum), noise, electrocution.
- Psychosocial – stress, violence.
- Safety – slipping/tripping hazards, inappropriate machine guarding, equipment malfunctions or breakdowns, fire, working at heights

Some controls which could be put into place in your workplace for the above hazards are:

**Slips and Trips:** Don't leave things lying on the ground where someone could trip over them.  
Have signage up if floor surface is wet to prevent slips.  
Cover over cords on floors so people don't trip.

**Lifting:** Never try to lift anything that is too heavy.  
Always ask for assistance.  
Plan your lift, particularly if item is large, awkward or possibly unstable.  
Be shown the correct procedure for lifting anything.  
Bend from the knees, not your back.

**Electricity:** Never use faulty electrical equipment or cords.  
If item is damaged or faulty, tag it immediately and remove it from service.  
Don't mix electricity with water.  
Always use electrical equipment in the manner for which it was made.

**Machinery:** Never operate machinery under the influence of drugs or alcohol.  
Never operate machinery unless you are trained to operate that machinery.  
Keep clear of moving machinery at all times.

**Fire:** Be aware of your workplaces fire procedure.  
Know where fire extinguishers are located and how to use them.  
Be careful when in and around flammable substances.  
Read signage carefully in regards to flammable substances.



In every work place you will find different hazard signs and symbols displayed to let people know of any potential hazards which may be in the area. It is extremely important that you are aware of what the hazard signs and symbols mean at your workplace and what you should and shouldn't do in that area to reduce risk of an accident.

Below are an example of some more common hazard signs and symbols.



The signs and symbols you see in the workplace are to remind you or tell you about something.

### Stop and Prohibition means 'You must not ...'



The sign will have a **RED** circle and cross bar, **WHITE** background and **BLACK** symbol.

**Caution means "Be careful"**



The sign will have a triangle with a **YELLOW** background, **BLACK** border and **BLACK** symbol.

**Mandatory means "You must wear this"**



The sign will have a circle with a **BLUE** background, **WHITE** symbol and picture inside.

**Emergency – Information**



The sign will be a square or rectangle with a **GREEN** or **RED** background and a **WHITE** symbol.

**Dangerous goods**



**Fire**

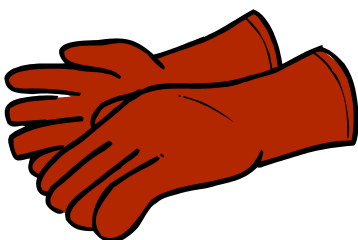


**What about Safety Signs**

Apart from hazard signs and symbols the workplace is likely to have safety signs. The safety signs should be placed where everyone can see them – their directions are mandatory, which means people in the workplace MUST do what they indicate.

**Types of Safety signs**

Pictures only	Words only	Both pictures and words
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# 9. IMPLEMENT

## ENVIRONMENTAL PROCEDURES AND COMPLY WITH REGULATIONS

You can see from the wide variation in all of the required skills in the previous sections of the workbook that you have much more to do than just complete daily tasks to be a truly effective worker. This last section is equally important even though it is not about dealing with people. This section is all about making sure you respect the environment and the environmental risks and hazards that can occur in your workplace.

Dealing with environmental requirements can include the correct handling of risks and incidents, as well as actively seeking alternative and more sustainable work practices.

Environmental hazards in rural, regional and remote workplaces of Australia can vary enormously. They may include:

- substances (e.g. resource, waste, by-product) that are dangerous to living things in the environment, such as humans, animals, plants and water
- infections or other dangerous characteristics that the natural environment cannot cope with
- damage to the natural environment caused by inappropriate handling of a natural resource

There are many suggestions for sustainable use of resources. Clearly these will vary depending on the location of your workplace, as well as the activities that are a part of your daily work tasks. Some ideas that might be useful include:

- ensure appropriate use of materials and make recommendations to others to use sustainable products and practices
- identify alternative sources of energy or energy conservation
- improve energy and water efficiency
- prevent and minimise risks and maximise opportunities, such as use of solar or grey water, and other alternative forms of energy/resources where appropriate
- reduce emissions of greenhouse gases by reducing waste, transportation and use of non-renewable resources, such as energy, water, fuel, and materials
- use alternative products/materials, procedures and installation techniques to support efficiency and sustainability
- use renewable, recyclable, reusable and recoverable resources (energy, water, materials/products and waste).

**All businesses have some impact on the environment.** Even the simple act of switching on a light has an environmental impact. As an employee it is your responsibility to ensure that your environmental impact is managed appropriately and minimised where possible.

Now you need to consider how to achieve “sustainable” outcomes.

There are legal responsibilities for business owners, managers and employees to manage their environmental impacts. In simple terms those legal responsibilities are that you must not:

**“Undertake an activity that pollutes, or might pollute, the environment unless the person takes all reasonable and practicable measures to prevent or minimise any resulting environmental harm”**

Every business should have a series of steps that can be completed to properly manage environmentally sustainable practices. These steps need to be developed to specifically suit an individual business and should include:

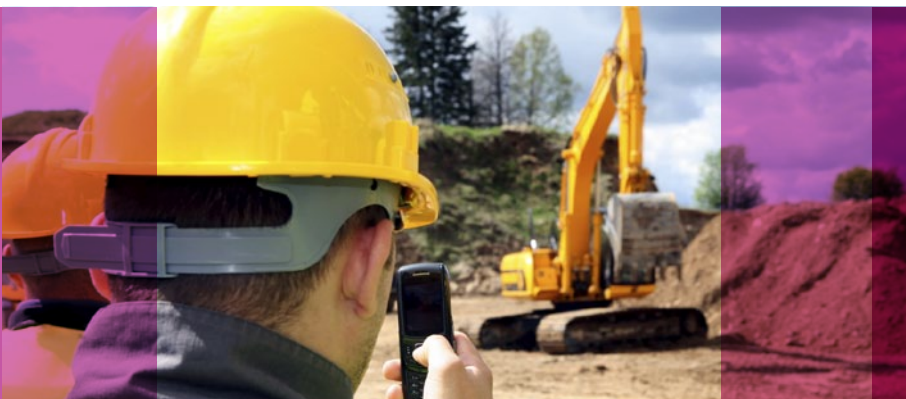
- managing their impact on the environment through developing and implementing sustainable work procedures
- compliance with legal responsibilities
- performing regular environmental audits to help assess which areas of the business impact on the environment, and to what extent
- using sustainable resources
- employing proper recycling and waste reduction measures

Australian, state and territory environment legislation applies to certain business activities and is administered by both state and local governments in the form of licences and permits.

Every workplace will have some legislative requirement related to the environment. Every worker should be aware of their responsibility as well as the overall responsibility of the business.

Talk to your supervisor and workmates and ensure that you have a clear understanding of the legal requirements specific to your workplace.

List each of the legal requirements in the table on the next page. Against each of the requirements, list who participates in compliance procedures and how compliance is monitored.





When you are researching legal requirements, the list below should be considered to ensure you have thought of all possibilities for your workplace.

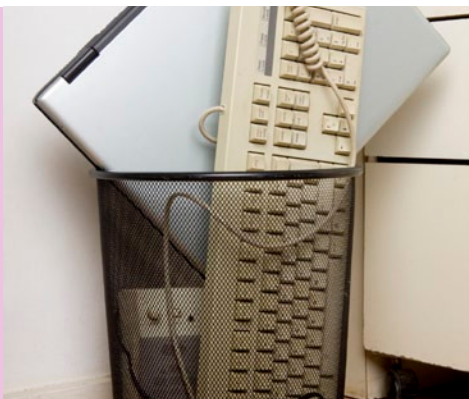
- Water pollution, air pollution
- Worker health and safety
- Chemical spill and drift
- Waste disposal
- Biodiversity damage

The appropriate starting place to improve the environmental performance of your workplace is to identify resources used in your workplace.

To accurately identify the resources used, it is often a good idea to develop a list of the business processes related to each product and/or service.

Some typical work areas that you could be involved in and able to write a process list for might include:

- receiving goods
- storing goods
- manufacturing processes
- packaging / storage
- process clean-up
- waste disposal
- production systems
- office administration
- building/grounds maintenance
- transport / shipping products
- transportation (including employee, sales, and management staff, parking)



## → ACTIVITY 15

**Write a process list for your workplace. Limit yourself to the specific area/tasks in which you are involved.**

**For this list you need to think about the resources that are used to complete each process.**

Process List/job task	Resources used
i.e. Receive goods to warehouse	i.e. Electricity for lights, fuel in forklift, fuel for carrier to bring goods to warehouse, paper for recording deliveries

Now that you have a better understanding of the resources that are used in your work tasks, consider what risks/hazards or incidents could cause an environmental threat.

It is important to keep a thorough check on workplace practices and habits to ensure environmental performance is satisfactory. The best place to start is to measure how the business is performing now related to environmental performance. Once a base performance measurement is achieved then regular "spot checks" will ensure procedures and performance are maintained. An environmental assessment can be invaluable in highlighting areas of poor performance and helping you and the business set goals for improvement.

## → ACTIVITY 16

**My workplace environmental survey. Complete a walk around survey and list your results in the table below.**

Ask your supervisor for permission to conduct a survey of your workplace. It would be ideal if he/she could be with you as this is completed, to ensure you are welcome in all areas and do not interfere with work tasks.

This simple task requires that you walk around and really LOOK at areas of environmental impacts and inefficiency in your workplace. Many of these areas are often caused by bad habits that are easy to spot and straightforward to fix. They can generally be broken down into four key categories:

- energy
- water
- waste
- pollution

Identified environmental risk/hazard	Suggested improvement	Suggested way to monitor success of the improvement

# 10. BEING CONFIDENT

## ABOUT YOUR SKILL LEVELS IN THE WORKPLACE

After finishing all of the activities in this workbook you should be able to competently complete final summative assessments. Do you feel that you are confident about your skill levels related to working effectively within the workplace and with others?

Use the table below to help you check your skills. Before commencing your final assessments it is important to review any sections in which you feel unsure.

Remember: it is always OK to ask your supervisor or your assessor questions.

**In the table below, read the list of skills and knowledge you should have after completing this workbook**

1. Put a tick in the column if you can do this now and a brief comment re why you believe you have this skill
2. Put a tick in the next column if you feel you need more practice and a brief comment as to why
3. If you require further training, complete the last column listing what training is needed. Show this list to your supervisor or assessor and ask for more time or training before completing the summative assessments

Skills/knowledge you should have	Yes	Need practice	Comment on why	What additional training do I need
Industry/workplace awards and conditions.				
Relevant legislation and codes of practice applying to the industry.				
Workplace policies and procedures.				
Observe employment requirements.				
Literacy skills to: <ul style="list-style-type: none"> <li>• identify work requirements and to process relevant workplace documentation</li> <li>• write simple instructions for particular routine tasks</li> <li>• interpret information gained from correspondence</li> </ul>				
Language skills enabling: <ul style="list-style-type: none"> <li>• asking questions, clarifying, listening for instructions</li> <li>• understanding English or a community language</li> </ul>				

Skills/knowledge you should have	Yes	Need practice	Comment on why	What additional training do I need
Communication skills to : <ul style="list-style-type: none"> <li>• request advice and receive feedback</li> <li>• work with a team</li> <li>• establish and communicate deadlines</li> <li>• follow supervisor's instructions</li> <li>• use language and concepts appropriate to cultural differences</li> </ul>				
Problem-solving skills to solve routine problems.				
Technology skills to : <ul style="list-style-type: none"> <li>• select and use technology appropriate for a task</li> <li>• use a range of mobile technology</li> <li>• understand site-specific instructions</li> <li>• access, interpret and apply technical and operational information</li> </ul>				
Teamwork skills to : <ul style="list-style-type: none"> <li>• work with others to action tasks</li> <li>• relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities</li> </ul>				
Ability to be compliant re: <ul style="list-style-type: none"> <li>• environmental and resource hazards/risks</li> <li>• environmental and resource efficiency systems and practices</li> </ul>				
Understand operational safety requirements related to: <ul style="list-style-type: none"> <li>• equipment</li> <li>• operational procedures</li> </ul>				
Maintain the safety of self and others.				
Basic work planning and prioritising skills.				
Using mathematical ideas and techniques such as: <ul style="list-style-type: none"> <li>• correctly calculate time to complete tasks</li> <li>• calculate material requirements</li> <li>• establish quality checks</li> </ul>				
Show initiative in adapting to changing work conditions or contexts particularly when working across a variety of work placements.				

# 11. ASSESSMENT

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You have now reached the end of this workbook. All of the information and activities you have covered apply to the skills related to effectively working with others in any business/workplace. Please ask your assessor for the final assessment/s for this workbook.

This competency standard could be assessed on its own or in combination with other competencies relevant to the job function.

The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of the unit and include evidence of the following:

- identifying, locating and articulating workplace requirements including goals and values, industry information, standards and specifications, policies and procedures
- knowledge of workplace procedures for upholding employee and employer rights and responsibilities.
- providing support to team members, communicate and work effectively and safely with others
- seeking feedback from clients and/or colleagues and taking appropriate action
- knowledge of appropriate conflict resolution techniques.
- comply with workplace safety and OHS legislation, regulations and codes of practice applicable to workplace operations
- comply with environmental/sustainability legislation

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate:

- direct questioning and third party workplace reports of on-the-job performance by the candidate
- analysis of responses to case studies and scenarios
- observation of demonstrated techniques
- evaluation of time management strategies applied to work duties.
- demonstration of techniques

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

## → FEEDBACK

This workbook has been developed to guide users to access current information related to gaining skills appropriate to their workplace. Please complete the following table notifying us of any errors or suggested improvements.

<b>Subject Name</b>	
<b>Book Number</b>	

Page	What is the error	Suggested improvement
10	You tube video is not accurate	Better websites / You Tube example

**Is there a link to your suggested improvement**

**Additional comments**



**Click here to email your completed workbook to your assessor.**

# 12. BIBLIOGRAPHY

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## AND SOURCES FOR CONTENT IN MATERIALS

[http://www.comcare.gov.au/laws\\_\\_and\\_\\_regulations/ohs\\_act,\\_regulations\\_\\_and\\_\\_code](http://www.comcare.gov.au/laws__and__regulations/ohs_act,_regulations__and__code)

<http://www.youtube.com/watch?v=g3XUsB053M4&feature=related>

<http://www.youtube.com/watch?v=g3XUsB053M4&feature=related>

