

C6 - Managing Effective Workplace Relationships

Subject Outline

This subject focuses on the outcomes required to manage effective workplace relationships with particular regard to communication and representation in international education contexts. It assumes that you currently hold or intend to hold a frontline management position.

Frontline managers play an important role in developing and maintaining positive relationships in internal and external environments so that employees, customers, suppliers and the organisation achieve planned outputs and outcomes. They play a prominent part in motivating, mentoring, coaching and developing team cohesion through providing leadership for the team and forming the bridge between the management of the organisation and the team members.

At this level, work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, and the use of a range of problem solving and decision making strategies.

Objectives

Upon completion of this subject, you will have demonstrated your ability to:

- Analyse and communicate information
- Establish systems to develop and maintain effective working relationships and networks
- Implement strategies to overcome difficulties

Subject Index

1.0 – Information & Ideas

- 1.1 Handling information
- 1.2 Communicating in an organisation
- 1.3 Recognising communication barriers
- 1.4 Gathering and giving information
- 1.5 Coping with workplace diversity
- 1.6 Consulting with employees
- 1.7 Valuing information sources
- 1.8 Resolving issues
- 1.9 Extension

2.0 – Trust & Networks

- 2.1 Appropriate behaviour
- 2.2 Dimensions of trust
- 2.3 Competence
- 2.4 Use of power
- 2.5 Interpersonal styles
- 2.6 Organisational culture

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- 2.7 Identifying and building networks
- 2.8 Developing and maintaining relationships
- 2.9 Extension

3.0 – Performance & Conflict

- 3.1 Managing difficulties
- 3.2 Guidance and support
- 3.3 Poor work performance
- 3.4 Understanding conflict
- 3.5 Dealing with conflict
- 3.6 Extension

Tutor

Sharon Smith

Sharon Smith has been involved in international education for 7 years as an administrative officer and research officer for the National Liaison Committee, an organisation run by international students studying in Australia; this role has required Sharon to work with students from many diverse cultures. Sharon is also a research assistant at Monash University, working on projects investigating the safety and security of international students in Australia.

Sharon has a Bachelor Degree majoring in Asian Studies and a Graduate Diploma in Applied Linguistics.

What is expected of me as a student?

While the Diploma is delivered entirely online, you will benefit from opportunities to interact and network with your classmates. You are expected to participate in Focus Tasks and Discussions Boards – this lets your tutor know that you are managing the material. Participation also means your work can be checked and verified for authenticity. The more you interact, the more benefits you will derive from meeting others online, and sharing information and ideas.

You also need to manage your time to ensure you can complete exercises and assessment activities. You should expect to devote 3-5 hours per week to each subject, depending on your computer skills and the time it takes to read source material.

While you can work at your own pace, there is a sequence to the subject, and deadlines for group tasks and assessment. Your tutor can also support you more effectively if you are up to date with your work.

Assessment

Assessment is based on the subject's learning materials. There are three Assessment Activities required in this subject. These are due in weeks 5, 10, & 14

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