

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Maintain open communication with union and / or employee representatives
Code	107071L4
Range	Preventing and resolving workplace conflicts in collaboration with major stakeholders. This applies to the ongoing communication with union and / or employee representatives for promoting cooperative effort to prevent workplace conflicts and arrive at solutions between the conflicting objectives, values and interests.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand the importance of open communication and consistent opinion exchange with union representatives 2. Applications and Processes <ul style="list-style-type: none"> • Listen to the concerns and issues raised by union and / or employee representatives with an open mind • Clarify and correct union and / or employee representatives' misunderstanding or misconception when necessary • Provide prompt responses to the concerns and issues raised by union and / or employee representatives and explain the rationale behind the organisation's decisions when necessary 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Collect views and suggestions from union and / or employee representatives before making key decisions relating to human resource and employment related issues
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Execution of two-way communication to promote cooperative effort and resolve workplace conflicts with union and / or employee representatives in accordance with the organisation's industrial relations strategy, principles and policies. • Provision of clarification on any misunderstanding or misconception that might arise from union and / or employee representatives.
Remark	