

PIRFLM4.04C – Establish networks

Functional area

PIRFO Frontline Management

Prerequisites

While prerequisites are at the discretion of the SPC and FFA PIRFO program coordinators and the management of the various Fisheries Departments it would be expected that candidates would have either observer and/or debriefer experience and qualifications, fisheries experience at sea/in a fisheries division, exposure to monitoring, control and surveillance activities or management experience or a combination of these.

Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective stakeholder relationships and networks. It covers the relationship building and negotiation skills required by observer program managers.

Elements

1. Develop and maintain networks

Performance criteria

- 1.1. Use appropriate network strategies to establish and maintain relationships that promote the development of stakeholder relationships
- 1.2. Identify and pursue network opportunities to maximise a range of contacts
- 1.3. Communicate information regarding new networks to inform individuals, colleagues and stakeholders of potential benefits
- 1.4. Participate in professional networks and associations to obtain and maintain personal knowledge and skills

2. Establish and maintain relationships

- 2.1. Develop and maintain relationships to promote benefits consistent with organisational/stakeholder requirements
- 2.2. Gain and maintain trust and confidence of contacts through demonstration of high standards of business practices
- 2.3. Use a high level of negotiation skills to encourage positive outcomes
- 2.4. Identify difficult situations and negotiate solutions using collaborative problem-solving techniques
- 2.5. Seek specialist advice in the development of contacts where appropriate

3. Promote the relationship

- 3.1. Develop strategies to represent and promote the interests and requirements of the relationship
- 3.2. Use appropriate presentation skills to communicate the goals and objectives of the relationship
- 3.3. Effectively communicate issues, policies and practices of the relationship to a range of audiences, in writing and verbally
- 3.4. Obtain feedback to identify and develop ways to improve promotional activities within available opportunities

Evidence guide

Each unit of competency has an evidence guide that relates directly to the performance criteria. Its purpose is to guide assessment of the unit in the workplace and/or training program. The following components provide information to assist this purpose.

Required knowledge

The essential knowledge and understanding a person needs to perform work to the required standard include:

- PIRFO stakeholder and own organisational policies, plans and procedures
- Related organisations, agencies and networks
- Trends and forecasts for Western & Central Pacific Ocean observer programs.

Required skills

The essential skills a person needs to perform work to the required standard include:

- Communication skills to receive and report on feedback, to maintain effective relationships and to manage conflict
- Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- Leadership skills to gain trust and confidence of stakeholders and colleagues
- Negotiation skills to achieve mutually acceptable outcomes
- Technology skills to support effective communication and presentation.

Critical aspects of competence

Assessment must confirm the ability to:

- Establish contacts and participate in networks
- Identify opportunities for networking
- Maintain records of relevant contacts.

Assessment must confirm knowledge of:

- Related organisations, agencies and networks

Context of assessment

Ideally, assessment would be undertaken in the workplace during Frontline Management activities but practicalities are likely to prevent that taking place. Assessment should therefore be conducted so as to replicate as closely as possible the networking activities that a PIRFO Frontline Manager undertakes in day -to -day operations. If possible, further feedback from the office where the participant is, or will be employed and scrutiny of networking material prepared by the candidate when participating in Frontline Management operations should be analysed.

Method of assessment

The following assessment methods are suggested:

- Direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- Observation of performance in networking role plays
- Observation of negotiation of solutions between groups and individuals
- Observation of networking presentations
- Review of documentation on communicating issues, policies and practices of the relationship to a range of stakeholders
- Evaluation of networking strategies

Interdependent assessment of units

This unit can be assessed in conjunction with other relevant units relating to Frontline Management operations.

Resources required for assessment

Resources may include:

- Access to an actual workplace or simulated environment
- Access to office equipment and resources
- Access to examples of networking strategies and documentation.