

# SKAD14 (SQA Unit Code - F1GJ 04)

## Establish and maintain effective working relationships in the outdoors



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### Overview

This unit is about establishing and maintaining effective working relationships with participants, colleagues and people in other organisations.

The unit is divided into parts.

The first part describes the three things you have to do. These are:

1. establish and maintain effective relationships with participants and colleagues
2. work effectively with clients and colleagues
3. delegate work and monitor and support colleagues

The second part describes the knowledge and understanding you must have.

This unit is for experienced staff working in the outdoors who are capable of working without direct supervision. They are likely to have some day-to-day responsibility for the work of less experienced staff members.

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### Performance criteria

*You must be able to:*

#### **Establish and maintain effective working relationships with participants and colleagues**

- P1 establish and maintain an effective rapport
- P2 share your enthusiasm for the outdoors with others and encourage them to appreciate the outdoor environment and their place within it
- P3 encourage trust, openness and honesty
- P4 motivate others and build their confidence
- P5 communicate effectively whilst respecting confidentiality
- P6 adapt your style to meet changing needs
- P7 recognise and respect physical and emotional limits
- P8 value diversity, challenge discrimination and encourage inclusiveness
- P9 deal with conflict positively and according to procedures
- P10 follow ethical and value-based guidelines

*You must be able to:*

#### **Work effectively with clients and colleagues**

- P11 present a positive image to clients and colleagues
- P12 negotiate and agree common objectives
- P13 plan with clients and colleagues and agree individual roles
- P14 achieve objectives through effective team work
- P15 negotiate and agree changes to plans, when necessary
- P16 ask for support when you need it
- P17 respect and build on differences
- P18 create and use opportunities for review
- P19 provide honest and constructive comment
- P20 encourage and receive feedback positively
- P21 agree mutual ways of improving

*You must be able to:*

#### **Delegate work and monitor and support colleagues**

- P22 delegate responsibilities effectively and safely to colleagues
- P23 monitor colleagues' work
- P24 measure performance against agreed objectives
- P25 provide support when needed

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### Knowledge and understanding

*You need to know and understand:*

#### **Relationships**

- K1 relevant legal and professional requirements and codes of practice including those covering working with children
- K2 the importance of effective working relationships with participants and colleagues
- K3 how to establish an effective rapport with participants and colleagues
- K4 why it is important for participants and colleagues to know and understand your role and responsibilities
- K5 why trust, openness and honesty are important when working with participants and colleagues and examples of when this is important
- K6 how to encourage and motivate others and build their self-confidence and why this is important for both participants and colleagues
- K7 the importance of effective communication with participants and colleagues
- K8 communication skills
- K9 types of information about participants and colleagues that should be treated confidentially and why this is important
- K10 your preferred style of working with others and why it is important to be able to adopt different styles according to different situations and needs
- K11 the types of physical and emotional limits that apply to participants and colleagues, how to recognise when people are close to their limits and how to respond in these situations
- K12 the types of diversity that you are likely to encounter when working with participants and colleagues
- K13 why diversity – amongst participants and colleagues – is important and should be respected and built on
- K14 types of discrimination that may happen and how to challenge these effectively
- K15 types of conflict you are likely to encounter when working with participants and colleagues and how to deal with these correctly
- K16 the ethical and value based guidelines you should follow when working with participants and colleagues

*You need to know and understand:*

#### **Working with clients and colleagues**

- K17 the range of client and colleagues with whom you may work
- K18 the types of organisations that may benefit your work and how to identify and make contact with these
- K19 why it is important to project a positive image and how to do so
- K20 why it is important to negotiate and agree common objectives
- K21 negotiation skills
- K22 why it is important to plan with colleagues and agree individual roles

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- K23 different team roles and how to work effectively as a team member
- K24 why it is important to recognise when you need help and support in your work and how to identify appropriate sources of help and support
- K25 types of situations in which you may need to adapt team plans
- K26 why it is important to adapt team plans when necessary and how to negotiate and agree changes
- K27 types of differences you will encounter in a team – for example, different strengths and weaknesses, different qualities, perspectives, experiences and ways of working – why these are important
- K28 how to take advantage of difference and build on it to forge effective team working
- K29 why it is important to review with colleagues and the types of aspects of work that you should be reviewing
- K30 how to create and use opportunities for review
- K31 why it is important both to give and receive honest and constructive feedback
- K32 how you can use reviews with clients and colleagues to improve how you work

*You need to know and understand:*

#### **Delegating and monitoring work**

- K33 the importance of delegating work to others
- K34 situations in which you should delegate work to others
- K35 how to delegate work effectively and safely
- K36 why it is important to monitor colleagues work and how to do so without disrupting what they are doing
- K37 how to measure their performance against agreed objectives
- K38 the types of support that colleagues may need and how to provide it effectively

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### Additional Information

#### Scope/range related to performance criteria

1. **participants and colleagues**
  - 1.1. adults
  - 1.2. children and young people
  - 1.3. people with challenging behaviour
  - 1.4. participants with particular needs in relation to the activity
  
2. **clients and colleagues**
  - 2.1. more senior staff
  - 2.2. colleagues at the same level
  - 2.3. less experienced staff
  - 2.4. freelance colleagues
  - 2.5. colleagues from other organisations
  - 2.6. client representatives
  
3. **support**
  - 3.1. advice and information
  - 3.2. direct help
  - 3.3. sharing skills
  - 3.4. emotional support

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**Relevant occupations** Associate Professionals and Technical Occupations; Leisure, travel and tourism; Sport, leisure and recreation; Sports and Fitness Occupations

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**Suite** Outdoor Programmes

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**Key words** establish, maintain, working relationships, outdoors, effective, colleagues, participants, organisations