

COGPOH7 - SQA Unit Code F228 04

Create maintain and enhance productive working relationships



Overview

This unit is about creating, maintaining and enhancing productive working relationships with your line managers, staff representatives, colleagues, customers and suppliers.

This unit deals with the following:

- 1 Create and enhance productive working relationships
- 2 Enhance productive working relationships with one's immediate manager
- 3 Carry out work handovers

During this work you must take account of the relevant worksite operational requirements, procedures and safe working practices AS THEY APPLY TO YOU.

Previous version:

Unit C7 Processing Operations Hydrocarbons NOS – November 2006

Performance criteria

- You must be able to:*
- P1 make clear efforts to establish and maintain productive working relationships
 - P2 provide opportunities to discuss work-related matters with relevant people
 - P3 provide opportunities to discuss personal problems
 - P4 provide useful advice within limits of own responsibility and expertise
 - P5 refer individuals to specialists where appropriate
 - P6 deal effectively with differences
 - P7 effectively communicate changes in operational requirements
 - P8 encourage individuals to offer ideas and views and afford them due recognition
 - P9 provide clear reasons to individuals where ideas and views are not progressed
 - P10 work safely in accordance with operational requirements and associated **Safe Systems of Work**
 - P11 effectively communicate all relevant information on activities, progress, results and achievements to your immediate manager
 - P12 effectively seek information and advice from your immediate manager
 - P13 effectively present clear proposals
 - P14 accurately analyse rejected proposals and, where appropriate, put forward alternatives
 - P15 make clear efforts to avoid damaging your relationship with your immediate manager where disagreements occur
 - P16 seek ways of improving the relationship with your immediate manager
 - P17 effectively carry out your job role
 - P18 effectively record all relevant information
 - P19 ensure that information given to you on current operational status is accurate and complete
 - P20 ensure that information given by you on current operational status is accurate and complete
 - P21 effectively communicate all relevant operating instructions
 - P22 leave your work area clean and hazard free

Knowledge and understanding

You need to know and understand:

- K1 how to use “Safe Systems of Work” processes to identify hazards and mitigate or reduce risks to as low as reasonable practicable (ALARP)
- K2 the implications of statutory (e.g. HASAWA and COSHH) and organisational requirements
- K3 how to interpret operational requirements (e.g. policies, procedures, instructions, codes of practice, standards, schedules)
- K4 the main components of productive working relationships
- K5 the limits of your own responsibility and expertise
- K6 how to deal with differences
- K7 how to communicate effectively
- K8 how to progress ideas and views on behalf of individuals
- K9 what your job role is and the limits of your responsibilities
- K10 what your immediate manager's job role is and the limits of his/her responsibilities
- K11 how to present proposals and analyse results of discussions of those proposals
- K12 how to avoid damaging your working relationships
- K13 how to improve your working relationships
- K14 how to work with and within the Safe Systems of Work system
- K15 how to identify/control/minimise work area hazards and reduce risks to ALARP
- K16 the relevant personnel who are to give/receive information to/from you

Additional Information

Scope/range

Candidates must prove competence across the following items as appropriate to the workplace and Evidence Specification:

- 1 individual operation
- 2 team operation
- 3 consideration of H2S and other toxic substances
- 4 maintaining communication
- 5 reacting to on-site emergencies

In addition, the following terms in bold relate directly to those shown in **bold** in the Performance Statements.

- 1 **Safe Systems of Work** must include processes or systems that incorporate Hazard Identification, Risk Assessment, Permit to Work and any other associated systems.

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