EUSWFRBE7 (SQA Unit Code - F30W 04)
Develop positive working relationships with customers and colleagues

Overview

This unit is designed to demonstrate competence in developing positive working relationships with customers and colleagues. It includes the role of giving information and advice about the relevant legislation and its application. It includes dealings with contractors, both as a customer and as a colleague.

The individual will need to show that dealings with customers meet organisational customer service standards. They will need to work within their own and their organisation's limits of responsibility, and where this may be exceeded refer the matter to the relevant person.

The individual will need to explain to customers any organisational constraints which may affect them, and must make sure they deal with customers promptly.

The individual will also need to show the ability to work effectively with co-operative and non-co-operative customers. The individual will also need to show that they work effectively with colleagues from inside and outside their own department, as well as colleagues who work at different levels of responsibility. The individual must pass essential information on promptly, deal with requests from colleagues within agreed timescales, agree joint responsibilities and try and resolve any difficulties they may experience with colleagues.

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Performance criteria

You must be able to:

P1 treat customers politely and according to organisational requirements

P2 ensure dealings with customers are timed to take account of the needs of other customers, work pressures and organisational requirements

P3 meet customers' needs within own and organisational limits of responsibility and pass the details to a relevant person/authority where limits of responsibility are exceeded

P4 explain organisational constraints clearly and politely to the customer when it is necessary to so do

P5 use appropriate approaches for dealing with co-operative and non-co-operative customers

P6 promptly action policies, procedures and activities according to organisational customer service guidelines

P7 promptly pass essential information on to colleagues, and inform them of its level of accuracy

P8 action requests from colleagues, which are within responsibility, within agreed timescales

P9 where assistance is required from a colleague, request it politely and without unacceptable interruption to their work

P10 agree the division of work and joint responsibilities with colleagues where work needs to be shared

P11 seek to resolve difficulties in working relationships and where this is not effective report the details accurately and promptly to the relevant person

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Knowledge and understanding

You need to know and understand:

K1 organisational customer service standards
K2 how to balance customer and organisational needs
K3 personal and organisational limits of authority for dealing with customers
K4 communication skills - speaking, listening, questioning
K5 types of essential information and who may need it
K6 limits of authority
K7 expected team behaviour and codes of conduct
K8 methods of establishing constructive relationships
K9 how to handle disagreements and conflict

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Additional Information

Glossary

Customer

Special needs, those making requests or seeking advice, those contacted by the organisation, external agencies/organisations

Colleagues

In same department, outside own department, those working at the same level of responsibility, those working at different levels of responsibility

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Developed by	Energy and Utility Skills
Version number	1
Date approved	2010
Indicative review date	2015
Validity	Current
Status	Original
Originating organisation	Energy and Utility Skills
Original URN	WFR/BE7
Relevant occupations	Engineering and manufacturing technologies
Suite	Water Fittings Regulations/Byelaws Enforcement
Key words	working relationships customers colleagues