COSVR210 – SQA Unit Code F7AA 04
Develop and maintain good working relationships

Overview

This standard, in the context of your occupation and work environment, is about

1 interpreting information

2 adopting safe and healthy working practices

3 working with, informing and supporting people

4 developing and maintaining good occupational working relationships

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Performance criteria

You must be able to:

P1 develop, maintain and encourage working relationships to promote goodwill and trust

P2 inform relevant people about work activities in an appropriate level of detail and with an appropriate degree of urgency

P3 offer advice and help to relevant people about work activities and encourage questions, requests for clarification and comments

P4 clarify the proposals with the relevant people and discuss alternative suggestions

P5 resolve differences of opinion in ways that minimise offence and maintain goodwill, trust and respect

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Knowledge and understanding

Performance Criteria 1

Working relationships

You need to know and understand:

K1 how to maintain and encourage **working relationships** to promote **goodwill and trust** with relevant **people**

K2 how to develop **working relationships** to **promote goodwill and trust**

K3 how to apply the principles of **equality and diversity**

Performance Criteria 2

Inform people

You need to know and understand:

K4 how to **inform** relevant **people** about **work activities** in an appropriate level of detail and with an appropriate degree of urgency

Performance Criteria 3

Offer advice

You need to know and understand:

K5 how to encourage questions, requests for clarification and comments

K6 how to **offer advice** and help to **people** about **work activities**

Performance Criteria 4

Deal with alternative proposals

You need to know and understand:

K7 how to clarify alternative proposals with the relevant **people**

K8 how to suggest alternative proposals

Performance Criteria 5

Resolve conflicts

You need to know and understand:

K9 how to resolve differences of opinion in ways which minimise offence and maintain **goodwill**, **trust** and respect

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Additional Information

Scope/range related to performance criteria

Performance Criteria 1

1 record(s) of information on advice provided about occupational work activities and/or associated occupations

2 apply the principles of equality and diversity

Performance Criteria 2

3 record(s) of information and advice given about carrying out the work activities

- 3.1 appropriate timescales
- 3.2 health and safety requirements
- 3.3 co-ordination of work procedures

Performance Criteria 3

4 record(s) of information and advice given about methods of occupational work activities to achieve the required outcome

Performance Criteria 4

5 outline notes of discussions relating to the occupational work activity and/or other occupations involved

Performance Criteria 5

6 outline notes of agreed activities that satisfy those involved, to meet the required outcome of the proposed method of work

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Scope/range related to knowledge and understanding

Equality and diversity

1 show consideration for the needs of individuals by applying the principles of equality and diversity

Goodwill and trust

2 keeping promises and undertakings

3 honest relationships

4 constructive relationships

5 co-operation and dialogue

Inform/Offer advice

6 orally

7 in writing

8 using drawings/sketches

People

9 colleagues

10 employers

11 customers

12 contractors

13 suppliers of products and services

14 those affected by the work/project

Work activities

15 progress

16 results

17 achievements

18 occupational problems

19 occupational opportunities

20 health and safety requirements

21 co-ordinated work

Working relationships

22 formal

23 informal

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