

# LANACP5v4 - SQA Unit Code F7SP 04

## Develop personal performance and maintain working relationships



---

### Overview

The elements are:

1. Maintain and develop personal performance
2. Establish and maintain working relationships with others

This unit sets the standard for maintaining working relationships. The first element is about your personal performance within the workplace. This relates to achieving certain targets and finishing specific tasks. It also relates to the quality of your work. You will need to discuss your work with an appropriate person.

The second element is about working effectively with other people. This includes communicating clearly, co-operating with others and helping to improve working practices. You may work closely within a team, or spend a significant amount of time working alone.

### Performance criteria

*You must be able to:*

#### **Maintain and develop personal performance**

- P1 carry out your work in accordance with your responsibilities and organisational requirements
- P2 seek advice from the appropriate person if clarification is required concerning specific tasks
- P3 agree **personal performance** targets with the appropriate person
- P4 agree your development needs and methods of meeting these needs with the appropriate person
- P5 develop your **personal performance** according to your agreed targets, development needs and organisational requirements
- P6 review **personal performance** with the appropriate person at suitable intervals

*You must be able to:*

#### **Establish and maintain working relationships with others**

- P7 establish and maintain effective working relationships with **others**
- P8 discuss opportunities to improve working practices with the appropriate person
- P9 carry out activities requiring co-operation with **others** in accordance with required procedures
- P10 deal with any disagreements/conflict effectively in an appropriate way
- P11 communicate with **others** in a way which supports effective working relationships

### Knowledge and understanding

*You need to know and understand:*

#### **Maintain and develop personal performance**

- K1 the tasks and activities for which you are responsible
- K2 the limits of your responsibility in relation to specific tasks and activities
- K3 from whom you should obtain advice in relation to specific tasks and activities
- K4 the correct procedures for obtaining advice
- K5 the risks involved in not obtaining advice where you are unclear about specific tasks and activities
- K6 how to determine and agree development needs and personal targets
- K7 the reasons why personal performance should be reviewed

*You need to know and understand:*

#### **Establish and maintain working relationships with others**

- K8 the reasons why good working relationships are important
- K9 the ways in which good working relationships can be maintained
- K10 changes in working practices and why these should be supported
- K11 methods of working effectively with others
- K12 methods for dealing with disagreements/conflict within the workplace
- K13 your levels of responsibility in relation to dealing with disagreements/conflict
- K14 methods of communicating effectively
- K15 the reasons why effective communication is important

### Additional Information

#### Maintain and develop personal performance

#### Scope/range

1. maintain and develop **personal performance** with regard to:
  - 1.1. working to targets and completing specific tasks
  - 1.2. quality of work

#### Establish and maintain working relationships with others

2. establish and maintain effective working relationships with the following:
  - 2.1. colleagues
  - 2.2. supervisors and managers
  - 2.3. persons external to the team, department or organisation
  - 2.4. people for whom English is not their first language

## LANACP5v4 - SQA Unit Code F7SP 04

### Develop personal performance and maintain working relationships

---

**Developed by** LANTRA

---

**Version number** 1

---

**Date approved**

---

**Indicative review date** April 2012

---

**Validity** Current

---

**Status** Original

---

**Originating organisation** LANTRA

---

**Original URN** NCU5

---

**Relevant occupations** Horticulture and Agricultural skilled trades, animal care

---

**Suite** Agricultural Crop Production

---

**Key words** Communicating, performance, working relationships, co-operating, colleagues