

# EUSWO32 - SQA Unit Code F8X7 04

## Maintain effective working relationships during recycling operations



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### Overview

This unit is designed to demonstrate competence in contributing to maintaining effective working relationships with colleagues and those external to the organisation. This includes clarifying work instructions and responsibilities and communicating effectively with others.

**Performance  
criteria**

- You must be able to:*
- P1 communicate with other persons in a way which promotes effective working relationships
  - P2 ensure that the work to be done has been described clearly and is understood before the work starts
  - P3 identify any potential difficulties in personal performance and tell the other team members promptly
  - P4 try to minimise disruption to the team's work when disagreement occurs
  - P5 deal with any conflicts and differences of opinion in ways which minimise offence, and maintain goodwill, trust and respect
  - P6 comply with instructions or pass the matter on to the relevant person in accordance with approved procedures and practices

**Knowledge and understanding**

*You need to know and understand:*

- K1 understanding instructions or getting help to do so
- K2 the abilities of other team members
- K3 how to identify potential difficulties
- K4 identifying where their work could affect the work of others
- K5 knowing when, and how, to ask for help
- K6 how to deal with differences of opinion
- K7 methods of communication
- K8 limits of their authority
- K9 what information or help may be given to other staff
- K10 information which they are permitted to pass on
- K11 the person to whom complaints and requests should be passed

## **Additional Information**

**Scope/range  
related to  
performance  
criteria**

**Other persons**

Colleagues, persons external to the organisation

**Working relationships**

Formal, informal

**Personal performance**

Working to targets, completing tasks, quality of work

**Approved procedures and practices**

Health, safety and environmental related to the individual and others, organisational, regulatory, statutory, relevant company policies, risk assessment

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**Suite** Waste Management

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