



F9MP 04 – Maintain Effective Working Relationships

This Unit comprises of the following National Occupational Standards (NOS)

SUMMES3

Maintain effective working relationships



Overview

This unit identifies the competences needed to contribute to the development and maintenance of positive working relationships with other people, in accordance with organisational requirements. It is about being positive and constructive in dealings with others, keeping others informed about work plans and activities that affect them by using effective communication skills.

This unit covers the responsibilities required to comply with any policies of the organisation such as contributing to and maintaining positive working relationships with other people.

The person carrying out this work should know how they can develop and maintain positive working relationships with relevant people and understand the importance of appearance and behaviour, the feelings and expectations of others, including customers, and effective communications.

SUMMES3

Maintain effective working relationships

Performance criteria

- You must be able to:*
- P1 establish and maintain productive working relationships with relevant people, including dealing with disagreements in an amicable and constructive way, so that good relationships are maintained
 - P2 identify and confirm the needs and expectations of their colleagues and, where appropriate, customers
 - P3 greet others in an appropriate way that makes them feel valued and respected
 - P4 keep others informed about work plans or activities which affect them or their work
 - P5 respond effectively to requests for job information from relevant people
 - P6 seek assistance from others in a polite and courteous way without causing undue disruption to normal working activities
 - P7 respond promptly and willingly when others ask for help or information which fall within the limits of their own job responsibilities and capabilities, referring to the appropriate person when requests for assistance fall outside their area of responsibility
 - P8 where appropriate, contribute actively to effective team working by co-operating with colleagues, using appropriate methods of communication
 - P9 identify conflicts which may cause problems to productivity and promptly seek solutions from the responsible person
 - P10 meet their organisations standards for appearance and behaviour

SUMMES3

Maintain effective working relationships

Knowledge and understanding

You need to know and understand:

- K1 legislation regarding health and safety, data protection, equal opportunities and regulations that affect the way that products and services are delivered to customers
- K2 industrial, organisational and professional codes of practice and ethical standards that apply
- K3 the actions that are necessary to begin, develop and maintain good working relationships
- K4 the principles of good working relationships, reasons why working relationships may break down and the action to take to resolve this
- K5 the importance of developing positive working relationships with relevant people and maintaining productivity – the effect on morale, productivity and company image
- K6 how to deal with problems that could have an adverse effect on relationships
- K7 how to respond to those with physical disabilities, learning difficulties and language differences (including dialects and accents)
- K8 their organisation's standards for appearance and behaviour
- K9 their customers' rights including any contractual agreements they have with their organisation
- K10 the limits of their own authority, and when they need to seek agreement or permission from others, the roles and responsibilities of different individuals and the management structures within different organisations employing labour
- K11 any organisational targets relevant to their job, their role in meeting them, and the consequences for their organisation if those targets are not met
- K12 how to communicate in a clear, polite, confident way, why this is important and the lines of communication that are available to them
- K13 the importance of considering and accepting the views and opinions of other people
- K14 the implications for their work and organisation of their own actions
- K15 the implications for their organisation of not being able to communicate effectively with others, including customers
- K16 the types of job information that may be required by others in the workplace, including, where relevant, the need to keep colleagues informed about their work when it might impact on theirs
- K17 how to use the key principles of good communication in work situations, including methods of confirming that the communication has been understood

SUMMES3

Maintain effective working relationships

Developed by SummitSkills

Version number 1

Date approved October 2008

Indicative review date October 2010

Validity Current

Status Original

Originating organisation SummitSkills

Original URN M3

Relevant occupations Building and construction; Skilled Trades Occupations

Suite Mechanical Engineering Services

Key words positive, constructive, informed

SUMMES4

Provide relevant people with technical and functional information



Overview

This unit is for people who pass on technical or functional information relating to equipment and components on which they have been working. It is about supplying technical and functional information accurately on appropriate occasions or at handover with the right amount of detail, bearing in mind the level of awareness of the person receiving the information.

It is about identifying who should receive such information, at what level of detail.

It requires that the person carrying out the work complies with, and works within, the policies and procedures of their organisation, and reports any problems to an appropriate person, seeking guidance and instructions from others when necessary.

This unit is about understanding the equipment and/or components and their operation to a depth adequate for carrying out effective familiarisation and demonstration procedures to the required standard.

It includes understanding the needs of a customer and assessing the customer's ability to operate the product. It is important that, where relevant, any Health & Safety aspects are explained to the customer, both for their own protection and for the safe operation of the equipment or components including how to isolate the equipment in the case of emergency and the appropriate contact details should they need further advice or help.

SUMMES4

Provide relevant people with technical and functional information

Performance criteria

- You must be able to:*
- P1 identify the relevant people, such as customers, that need to be supplied with technical and functional information and ensure they have any other necessary information, such as safety information, how to isolate the product in case of emergency and the person's address or contact details for further advice or help
 - P2 discuss, with the relevant people, the information they need in order for the systems, equipment or components to be operated safely and effectively
 - P3 obtain from appropriate sources current and relevant information required for the work
 - P4 pass on information in a timely, courteous and professional manner and in accordance with organisational procedures
 - P5 confirm that the supplied product or equipment is the correct one or suitable for the purpose, working to its given specifications, meets the customers expectations and meets all the required safety standards
 - P6 where relevant, explain and demonstrate the operation of the product to the customer
 - P7 where relevant, ensure that the customer is able to operate the product and is aware of the necessary health and safety information and advice
 - P8 clearly identify any unusual features of the condition of the system, equipment or component
 - P9 where necessary, confirm that relevant people involved accept that the system or equipment is in a satisfactory condition for handover to take place

SUMMES4

Provide relevant people with technical and functional information

Knowledge and understanding

You need to know and understand:

- K1 sources of technical and functional information such as the manufacturer, supplier or own organisation
- K2 responsibilities and limitations in their job role with respect to supplying technical and functional information
- K3 the technical and functional information that they are providing and its implications for the operation of equipment and components
- K4 the organisational policy regarding the handover and demonstration of a product or equipment
- K5 where appropriate, customer relations methods and procedures
- K6 work site requirements (e.g. structural, services and ventilation)
- K7 product or equipment operation, controls, settings and adjustments
- K8 waste disposal procedures at the work site
- K9 alternative systems or equipment that could be more appropriate to the relevant person's needs
- K10 which situations warrant written technical and functional information
- K11 the importance of providing information clearly, courteously and professionally
- K12 the safety implications and functional consequences of supplying inaccurate or incomplete information to the relevant person
- K13 methods of checking the relevant person's understanding of the technical and non-technical information provided, including Health & Safety information
- K14 where necessary, the organisational procedures for confirming and recording handover

SUMMES4

Provide relevant people with technical and functional information

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Version number 1

Date approved October 2008

Indicative review date October 2010

Validity Current

Status Original

Originating organisation SummitSkills

Original URN M4

Relevant occupations Building and construction; Skilled Trades Occupations

Suite Mechanical Engineering Services

Key words Supplying technical and functional information accurately