

506 Develop productive working relationships with colleagues (MSC, D1)

SQA Unit Code

FD3H 04

Level 3

SCQF Level 6

SCQF Credit value 9

Unit Summary

This unit is about developing working relationships with colleagues within your known organisation and within other organisations that are productive in terms of supporting and delivering your work and that of the overall organisation. 'Colleagues' are any people that you are expected to work with, whether they are at a similar position or in other positions.

In order to achieve this unit you must demonstrate that you meet all the requirements of the units. This means all of the stated outcomes and behaviours and every item of knowledge and understanding. Your assessor must be able to observe you in the workplace or you must provide the following **tangible evidence** to your assessor. Please note that **simulation** is **not** allowed for this unit, i.e. all your evidence must relate to real work activities.

You must be able to:

1. Establish working relationships with all colleagues who are relevant to the work being carried out
2. Recognise, agree and respect the roles and responsibilities of colleagues
3. Understand and take account of the priorities, expectations, and authority of colleagues in decisions and actions
4. Fulfil agreements made with colleagues and let them know
5. Advise colleagues promptly of any difficulties or where it will be impossible to fulfil agreements
6. Identify and sort out conflicts of interest and disagreements with colleagues in ways that minimise damage to the work being carried out
7. Exchange information and resources with colleagues to make sure that all parties can work effectively
8. Provide feedback to colleagues on their performance and seek feedback from colleagues on your own performance in order to identify areas for improvement

Behaviours

This means you:

Present information clearly, concisely, accurately and in ways that promote understanding

Seek to understand people's needs and motivations

Make time available to support others

Clearly agree what is expected of others and hold them to account

Work to develop an atmosphere of professionalism and mutual support

Model behaviour that shows respect, helpfulness and co-operation

Keep promises and honour commitments

Consider the impact of your own actions on others

Say no to unreasonable requests

Show respect for the views and actions of others

General knowledge and understanding

1. The benefits of developing productive working relationships with colleagues
2. Principles of effective communication and how to apply them in order to communicate effectively with colleagues
3. How to identify disagreements with colleagues and the techniques for sorting them out
4. How to identify conflicts of interest with colleagues and the measures that can be used to manage or remove them
5. How to take account of diversity issues when developing working relationships with colleagues
6. The importance of exchanging information and resources with colleagues
7. How to get and make use of feedback on your performance from colleagues
8. How to provide colleagues with useful feedback on their performance

Knowledge and understanding in the context of your business

9. Current and future work being carried out
10. Colleagues who are relevant to the work being carried out, their work roles and responsibilities
11. Processes within the business for making decisions
12. Line management responsibilities and relationships within the business
13. The business values and culture
14. Power, influence and politics within the business
15. Standards of behaviour and performance expected in the business
16. Information and resources that different colleagues might need
- 17.**Agreements with colleagues

Industry or sector specific knowledge and understanding

18. Regulations and codes of practice that apply in the sector
19. Standards of behaviour and performance in the sector
20. Working culture of the sector

Outcomes	Evidence of Outcomes: <ul style="list-style-type: none"> possible examples of evidence 	Behaviours	Knowledge and Understanding		
			General	Industry specific	Context specific
	Records of activities and agreements with work colleagues that you have completed successfully:				
O1	<ul style="list-style-type: none"> notes, minutes or other records of formal and informal meetings with colleagues relating to agreements for action by you and your performance in relation to these agreements 	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	1, 2, 3, 4, 5, 6, 7, 8	1, 2, 3	1, 2, 3, 4, 5, 6, 7, 8, 9
O2	<ul style="list-style-type: none"> emails, memos and other correspondence with colleagues relating to actions you have agreed to undertake and your performance in relation to these agreements 	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	1, 2, 3, 4, 5, 6	1, 2, 3	1, 2, 3, 4, 5, 6, 7, 8, 9
O3					
O4	<ul style="list-style-type: none"> personal statements (reflections on the nature and effectiveness of your relationships with work colleagues and your fulfilment of your commitments to them) 	5, 6, 7, 8, 9, 10	1, 2, 3, 4, 5, 6, 7	1, 2, 3	1, 2, 3, 4, 5, 6, 7, 8
O5					
O8	<ul style="list-style-type: none"> witness statements (comments by colleagues on the nature and effectiveness of your relationships with them and your fulfilment of your commitments to them) 	1, 2, 3, 4, 6, 7, 10	-	-	-
	Records of relationship difficulties or conflicts at work that you have successfully addressed and feedback you have given and received:				
O1	<ul style="list-style-type: none"> notes, minutes or other records of formal and informal meetings with colleagues relating to relationship difficulties or conflicts 	1, 2, 4, 5, 6, 7, 8, 9, 10	1, 2, 3, 4, 5, 6, 7, 8	1, 2, 3	1, 2, 3, 4, 5, 6, 7, 8, 9
O2	<ul style="list-style-type: none"> emails, memos and other correspondence with colleagues relating to relationship difficulties or conflicts 	1, 2, 4, 5, 6, 7, 8, 9, 10	1, 2, 3, 4, 5, 6	1, 2, 3	1, 2, 3, 4, 5, 6, 7, 8, 9
O3					
O5	<ul style="list-style-type: none"> notes or other records of verbal feedback and copies of memos, emails and letters you have sent in which you have given feedback to colleagues 	1, 2, 3, 4, 5, 6, 8, 10	1, 2, 3, 4, 5, 6, 8	2, 3	5, 6, 7, 8
O6					
O7	<ul style="list-style-type: none"> notes or other records of verbal feedback and copies of memos, emails and letters you have received in which colleagues have given feedback to you 	10	1, 2, 3, 4, 5, 6, 7	2, 3	5, 6, 7
O8					
	<ul style="list-style-type: none"> personal statements (reflections on your ability to deal effectively with relationship difficulties or conflicts) 	5, 6, 7, 8, 9, 10	1, 2, 3, 4, 5, 6, 7	1, 2, 3	1, 2, 3, 4, 5, 6, 7, 8
	<ul style="list-style-type: none"> witness statements (comments by colleagues on your ability to deal effectively with relationship difficulties or conflicts) 	1, 2, 3, 4, 6, 7, 10	-	-	-