

SKSLDC25

Maintain effective working relationships at work(SQA Unit Code-FN45 04)



Overview

This standard is for those who work and communicate with others in the workplace, including appropriate types of communication to keep colleagues informed, lines of reporting and communication, the need to act upon information promptly, and understanding your own role and responsibilities and those of others.

The job role will involve:

1. Maintaining effective working relationships.
2. Communicating effectively with others at work.

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Performance criteria

You must be able to:

- P1 work closely with colleagues and line managers
- P2 be cooperative and helpful in the workplace
- P3 share and pass on information to colleagues
- P4 keep colleagues and line managers informed of work activities and any problems
- P5 behave in an appropriate way at work
- P6 act upon instructions and information promptly
- P7 seek clarification from others when necessary
- P8 report to line managers and seek to minimise difficulties and problems

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Knowledge and understanding

You need to know and understand:

Key areas of knowledge and understanding

- K1 own roles and responsibilities
- K2 roles and responsibilities of colleagues, immediate managers and others in the workplace
- K3 organisational rules for conduct at work
- K4 the importance of effective working relationships
- K5 the importance of identifying problems and following organisational procedures when communications break down
- K6 organisational grievance and disciplinary procedures
- K7 the types of information and instructions from immediate manager
- K8 agreed lines of communication and reporting procedures
- K9 types of communication difficulties in the workplace and the importance of seeking help
- K10 the importance of keeping managers informed and the types of information required

Regulations, rules and guidelines

You need to know and understand:

- K11 the organisation's rules, codes, guidelines and standards
- K12 limits of personal responsibility
- K13 reporting procedures
- K14 responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health)

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Additional Information

Skills

The skills and techniques

1. identify your own work role and work within the limitation of your responsibilities
2. maintain a cooperative and responsible manner with others to ensure efficient working
3. carry out work instructions from your line manager accurately and promptly
4. follow agreed codes of conduct and behaviour within your organisation
5. identify misunderstanding and problems and make efforts to resolve these
6. report any breakdown in working relationships that cannot be resolved promptly to appropriate people
7. share work-related information promptly with colleagues and managers
8. use agreed lines of communication with colleagues and managers
9. communicate clearly and accurately in a way that is appropriate to the situation and needs of others
10. identify problems with communication and seek to resolve these promptly
11. keep your immediate manager informed of matters affecting working practices and the working environment following agreed procedures

Workplace skills

12. communicate effectively with colleagues and customers
13. comply with written instructions
14. complete forms, reports and other documentation
15. keep accurate records

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Developed by Skillset

Version number 2

Date approved June 2009

Indicative review date December 2013

Validity Current

Status Original

Originating organisation Skillfast-UK

Original URN O46NLDC25

Relevant occupations Public Services; Textile and Garment Trades

Suite Laundry and Dry Cleaning

Key words Laundry, dry cleaning, working relationships
