

Overview

This unit covers the skills and knowledge that you will need to develop and maintain internal and external working relationships.

You will be required to establish and maintain working relationships with a range of people such as colleagues in your own group, people in other work groups, supervisors and managers and external contacts. You will be expected to deal with any disagreements in an amicable and constructive way. You will also be expected to contribute to work activities by providing ideas and solutions and to find ways of resolving issues that cause concern and / or disagreement.

Your responsibilities will require you to comply with organisational policy and procedures at all times. You will be expected to report any problems that may affect working relationships to the relevant people.

Your underpinning knowledge will be sufficient to provide a good understanding of the sort of things that can affect good working relationships. You will be able to give an informed approach to the techniques that can be used to help maintain and develop good working relationships. You will understand how your actions will affect both internal and external working relationships.

This unit on working relationships involves:

1. developing and establishing working relationships
2. maintaining good working relationships
3. providing and receiving feedback
4. working in ways which maintain your own and others safety

SEMPMO102 - SQA Unit Code H03J 04

Developing and maintaining working relationships

Performance criteria

You must be able to:

- P1 present yourself in the workplace on time and in a way that does not cause concern to others
- P2 ask for information, advice and / or help politely, without causing disruption to your own or other's work
- P3 offer help and information to others promptly and willingly
- P4 deal with disagreements and problems in working relationships in ways which minimise offence and maintain mutual respect
- P5 make sure that any actions that you take are within the limits of your own responsibility and authority
- P6 refer requests for information and / or assistance that are outside your authority / responsibility to the appropriate person
- P7 communicate in a manner which promotes understanding, goodwill and trust

Knowledge and understanding

You need to know and understand:

- K1 what are the relevant statutory regulations, that can affect working relationships i.e. disability, equal opportunities, discrimination, harassment
- K2 why it is important to present yourself in the workplace on time and ready for work
- K3 what are the methods in your organisation that can be used to gain information, advice and help
- K4 what are the methods that can be used to establish and maintain good working relationships
- K5 what are the sort of things that might affect good working relationships
- K6 what are the methods of handling and resolving difficulties in working relationships
- K7 why it is important to resolve difficulties or misunderstandings quickly and not let them develop into more serious problems
- K8 how to identify and use different methods and styles of communication
- K9 why it is important to avoid disruption in the workplace, and methods of avoiding it
- K10 why it is important to request help from others in a polite and timely manner and to offer assistance to others when help is needed
- K11 why it is important to show respect for the views, rights and property of others
- K12 who to refer to with requests that are not within the limits of your responsibility
- K13 who to refer to if you have problems with working relationships that you cannot resolve
- K14 what your responsibilities are with regard to the reporting lines and procedures in your working area
- K15 what are the responsibilities of the people identified in knowledge statements 13 and 14 above

Additional Information

Scope/range related to performance criteria

You must be able to:

1. Develop and maintain working relationships with **two** of the following:
 - 1.1. immediate supervision/line management
 - 1.2. colleagues in same work group
 - 1.3. colleagues in other work groups
 - 1.4. those for whom you have responsibility
 - 1.5. personnel in other departments
 - 1.6. external contacts

2. Maintain effective communication using **one** of the following methods:
 - 2.1. in writing
 - 2.2. electronically
 - 2.3. orally

3. Discuss problems which may affect working relationships with the appropriate person to include **one** of the following:
 - 3.1. work colleagues
 - 3.2. supervisor/immediate line manager
 - 3.3. team leader
 - 3.4. personnel or welfare officer

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