

SFLWS22 SQA Unit Code (H2CH 04)

SfL22 Develop effective working relationships with colleagues in logistics operations



Overview

What this standard is about

This standard is about developing working relationships with those on various contracts of employment working in logistics operations. It deals with supporting colleagues and when to seek support from others, and methods for reducing conflicts with others.

Who this standard is for

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding

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Performance criteria

You must be able to:

- P1 communicate with colleagues using suitable **communication methods**
- P2 confirm tasks, priorities, and responsibilities clearly and accurately with colleagues
- P3 respond promptly to requests from **colleagues** that fall within own responsibility
- P4 offer support to **colleagues** that is relevant to their priorities and consistent with meeting own responsibilities
- P5 explain clearly and politely and propose relevant alternatives when it is not possible to agree to requests from **colleagues**
- P6 report clearly, accurately, and promptly any circumstances that prevent the achievement of quality standards to the relevant person
- P7 ask **colleagues** for information and assistance in a clear and constructive manner
- P8 seek relevant feedback on work achievements and performance from people in a position to give it
- P9 identify own learning needs accurately from feedback and observation of own performance, and utilize realistic **development opportunities** to meet them
- P10 identify misunderstanding and conflicts that are detrimental to working relationships and seek constructive solutions promptly
- P11 comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to working relationships

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Knowledge and understanding

You need to know and understand:

- K1 how to communicate with different **colleagues** within the organisation
- K2 good working practices, quality standards, and output requirements associated with own and others work roles
- K3 how to make and respond to requests for support constructively, including how to respond when you cannot action requests
- K4 how to recognise when **colleagues** need support
- K5 how to decide if giving support is consistent with your responsibilities
- K6 importance of feedback in improving personal work
- K7 how to identify learning needs and opportunities for learning that are available
- K8 importance of recognising difficulties and misunderstandings, and ways of dealing with them constructively
- K9 importance of protecting confidential information
- K10 role and responsibilities of different **colleagues**
- K11 the relevant **legal, safety and operating requirements** relating to working relationships

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Additional Information

Glossary

1. **Development opportunities:** job vacancies, periodic performance reports
2. **Communication methods:** verbal, written, electronic
3. **Colleagues:** permanent, temporary, agency staff
4. **Legal, safety and operating requirements** safety regulations, codes of practice, load restrictions, working time directive, transport regulations

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