

LANCU5A - SQA Unit Code H515 04

Establish and maintain working relationships with others



Overview

This standard is about working effectively with other people. This includes communicating clearly, co-operating with others and helping to improve working practices. This could be with your own colleagues, supervisors/managers or people external to the team/department/organisation, including those for whom English is not their first language. You may work closely within a team or spend a significant amount of time working alone.

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Performance criteria

- You must be able to:*
1. establish and maintain effective working relationships with others
 2. discuss opportunities to improve working practices with the appropriate person
 3. carry out activities requiring co-operation with others in accordance with required procedures
 4. deal with any disagreements effectively and in an appropriate way
 5. communicate with others in a way that supports effective working relationships

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Knowledge and understanding

You need to know and understand:

- K1 the reasons why good working relationships are important
- K2 the ways in which good working relationships can be maintained
- K3 changes in working practices and why these should be supported
- K4 methods of working effectively with others
- K5 methods for dealing with disagreements within the workplace
- K6 your levels of responsibility in relation to dealing with disagreements
- K7 methods of communicating effectively
- K8 the reasons why effective communication is important

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Developed by	LANTRA
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Validity	Current
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Originating organisation	LANTRA
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Relevant occupations	Animal care and veterinary science; Animal Care Services; Hygiene Technician; Auxiliary Technician; Animal Technologist; Licensed Animal Technologist; Team Leader; Farmer; Farm Worker
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Suite	Veterinary nursing and auxiliary services; Land Based Engineering Operations; Flood Risk Management; Fisheries Management; Crofters and Smallholders; Animal Technology; Livestock Production
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Key words	veterinary, animals, nurses, people
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