

FSPFCC03 –SQA Unit Code H5F1 04

Develop productive working relationships in a financial services environment



Overview

This Standard is about developing working relationships with colleagues, within your own organisation and associated organisations that are productive in terms of supporting and delivering your work and that of the overall organisation. Colleagues are any people with whom you are expected to work.

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Performance criteria

- You must be able to:*
- P1 Establish working relationships with all the colleagues with whom you work
 - P2 Recognise and respect the roles and responsibilities of colleagues
 - P3 Take account of the priorities, expectations, and authority of colleagues in decisions and actions
 - P4 Honour commitments made with colleagues and confirm with them when fulfilled
 - P5 Advise colleagues promptly of any difficulties or where it will be impossible to carry out what has been agreed
 - P6 Promote understanding by presenting information clearly, concisely and accurately
 - P7 Manage relationships with colleagues to support the delivery of your work
 - P8 Exchange information and resources with colleagues to make sure that all parties can work effectively
 - P9 Make time available to support others
 - P10 Comply with legal requirements, industry regulations, including ethical standards and health and safety, organisational policies and professional codes

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Knowledge and understanding

You need to know and understand:

- K1 The benefits of developing productive working relationships with colleagues
- K2 The principles of effective communication and how to apply them in order to communicate effectively with colleagues
- K3 How to manage relationships with colleagues and the techniques for sorting them out
- K4 The importance of exchanging information and resources with colleagues
- K5 Colleagues who are relevant to the work being carried out, their work roles and responsibilities
- K6 Processes within the organisation for making decisions
- K7 Standards of behaviour and performance expected in your organisation
- K8 Information and resources that different colleagues might need
- K9 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety as they impact on your activities

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Additional Information

Behaviours

- 1 You respect the views and actions of others
- 2 You take personal responsibility for your actions
- 3 You act within the limits of your authority

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