

## **NOS PSSPO113 Build effective working relations with colleagues**

### **Unit PSSPO113.1 Develop productive working relationships with colleagues (SQA Unit Code-H770 04)**

#### **Performance Criteria**

##### **You must be able to**

#### **Develop productive working relationships with colleagues**

1. establish working relationships with all colleagues who are relevant to the work being carried out
2. recognise, agree and respect the roles and responsibilities of colleagues
3. take account of the priorities, expectations, and authority of colleagues in decisions and actions
4. fulfil agreements made with colleagues
5. advise colleagues of any difficulties or where it will be impossible to fulfil agreements
6. identify and sort out conflicts of interest and disagreements with colleagues in ways that minimise damage to the work being carried out
7. exchange information and resources with colleagues to make sure that all parties can work effectively
8. provide feedback to colleagues on their performance and seek feedback from colleagues on your own performance in order to identify areas of improvement

#### **Knowledge and understanding**

##### **You need to know and understand**

1. the benefits of developing productive working relationships with colleagues and third parties
2. the principles of effective communication and how to apply them in order to communicate effectively with colleagues and third parties
3. how to identify disagreements with colleagues and third parties and the techniques for sorting them out
4. how to identify conflicts of interest with colleagues and third parties and the measures that can be used to manage or remove them
5. how to take account of diversity issues when developing working relationships with colleagues and third parties
6. the importance of exchanging information and resources with colleagues and third parties
7. how to get and make use of feedback on your performance from colleagues and third parties
8. how to provide useful feedback on the performance of colleagues and third parties
9. the regulations and codes of practice that apply in the ports industry
10. the standards of behaviour and performance in the ports industry
11. the working culture of the ports industry
12. the processes within the organisation for making decisions
13. the line management responsibilities and relationships within the organisation
14. the organisation's values and culture
15. the power, influence and politics within own organisation

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16. the standards of behaviour and performance expected in the organisation
17. the information and resources that different colleagues and third parties might need
18. the agreements with colleagues and third parties