320 Develop productive working relationships with colleagues

Summary

Developing working relationships with colleagues, within your own organisation and within other organisations.

This standard has been taken from the MSC suite of national occupational standards.

You will apply the following skills:

- Communicating
- Managing conflict
- Empathising
- Networking
- Information management
- Leading by example
- Valuing and supporting others
- Involving others
- Providing feedback
- Obtaining feedback
- Stress management
- Prioritising

Performance Indicators

You will:

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. Understand and take account of the priorities, expectations, and authority of colleagues in decisions and actions
4. Fulfil agreements made with colleagues and let them know
5. Advise colleagues promptly 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 for improvement

Behaviours

1. You present information clearly, concisely, accurately and in ways that promote understanding
2. You seek to understand people's needs and motivations
3. You make time available to support others
4. You clearly agree what is expected of others and hold them to account
5. You work to develop an atmosphere of professionalism and mutual support
6. You model behaviour that shows respect, helpfulness and co-operation
7. You keep promises and honour commitments
8. You consider the impact of your own actions on others
9. You say no to unreasonable requests
10. You show respect for the views and actions of others

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Knowledge
You will know:

General knowledge and understanding

1. The benefits of developing productive working relationships with colleagues
2. The principles of effective communication and how to apply them in order to communicate effectively with colleagues
3. How to identify disagreements with colleagues and the techniques for sorting them out
4. How to identify conflicts of interest with colleagues 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
6. The importance of exchanging information and resources with colleagues
7. How to get and make use of feedback on your performance from colleagues
8. How to provide colleagues with useful feedback on their performance

Industry/sector specific knowledge and understanding

9. The regulations and codes of practice that apply in the industry or sector
10. The standards of behaviour and performance in the industry or sector
11. The working culture of the industry or sector

Context specific knowledge and understanding

12. Current and future work being carried out
13. Which colleagues are relevant to the work being carried out, their work roles and responsibilities
14. The processes within the organisation for making decisions
15. Line management responsibilities and relationships within the organisation
16. The organisation's values and culture
17. About power, influence and politics within the organisation
18. The standards of behaviour and performance expected in the organisation
19. The information and resources that different colleagues might need
20. The agreements with colleagues