

# COGODR2 - SQA Unit Code F229 04

## Establish and maintain effective relationships with others



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### Overview

This unit is about establishing and maintaining effective working relationships. This unit deals with the following:

- 1 Establish And Maintain Effective Relationships With Others
- 2 Establish And Maintain Effective Working Relationships With Others
- 3 Establish And Maintain Effective Communication With Others

**Performance  
criteria**

- You must be able to:*
- P1 treated **others** in a manner which promotes and maintains goodwill and is appropriate to the **situation**
  - P2 promptly and willingly met reasonable requests and queries from others
  - P3 provided prompt, clear and accurate **information** to others
  - P4 offered additional support when others have difficulties and sought help where necessary
  - P5 promptly reported unresolved breakdowns in working relationships to an appropriate person
  - P6 used a style of communication (language and terminology) that is clear, concise and accurate and suited to the workplace and the **situation**
  - P7 followed procedures and acted promptly, when dealing with communications.
  - P8 promptly sought clarification, when experiencing difficulties in interpreting communications
  - P9 recorded relevant **information** accurately and legibly
  - P10 relayed **information** (that is accurate and complete) about current operational status, to and from relevant personnel at handover stage
  - P11 left the work area clean and free of hazards
  - P12 worked safely in accordance with operational requirements and associated **Safe Systems of Work**

**Knowledge and understanding**

*You need to know and understand:*

- K1 how to treat others in a manner which promotes and maintains goodwill
- K2 the requirements of workplace practices relating to visitors
- K3 who to refer visitors to when they require information that is not within the individuals job responsibility
- K4 appropriate responses to make, when dealing with work related difficulties or breakdowns in relationships
- K5 workplace reporting procedures
- K6 emergency procedures
- K7 who to seek clarification from when communications cannot be clearly understood
- K8 where to obtain operational policies, procedures, instructions, code of practice, standards and schedules from, and how to implement them
- K9 the importance of passing on information that is accurate and complete, and the need at times, to clarify information that is received
- K10 methods for passing on accurate and complete information
- K11 the nature of work area hazards, and ways to control and/or minimise risks

### Additional Information

#### Scope/range

During this work you must take account of the relevant worksite operational requirements, procedures and safe working practices AS THEY APPLY TO YOU.

- 1 How to use 'Safe Systems of Work' processes to identify hazards and mitigate or reduce risks to as low as reasonably practicable (ALARP)
- 2 How to select, use and care for PPE (to include sight/hearing protection, coveralls, gloves, footwear, hard hats, respirators)
- 3 The implications of statutory (e.g. HASAWA and COSHH) and organisational requirements
- 4 How to interpret operational requirements (e.g. Relevant policies, procedures, instructions, codes of practice, standards, schedules)

The following terms in **bold** relate directly to those shown in **bold** in the Performance Statements.

- 1 **Others** must include co-workers, supervisors, managers, other company employees, third parties and visitors
- 2 **Situations** must include informal meetings, formal meetings, normal work situations, team briefings, contingency situations, handovers
- 3 **Information** must include oral, written, visual
- 4 **Safe Systems of Work** must include processes or systems that incorporate Hazard Identification, Risk Assessment, Permit to Work and any other associated systems

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### Establish and Maintain Effective Relationships With Others

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**Originating organisation** Cogent

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**Relevant occupations** Retail and commercial enterprise; Warehouse and distribution; Process, Plant and Machine Operatives; Plant and Machine Operatives

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**Suite** Offshore Drilling Operations

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**Key words** Relationships, Co-workers, information, safe working, communication, handovers