

SKABT093 (SQA Unit Code - F7B6 04)

Contribute to the development of effective working relationships



Overview

This unit is about forming good relationships with clients in a way that promotes goodwill and trust, being able to work effectively when supporting your colleagues and using opportunities for learning what happens within your job role.

The main outcomes of this unit are:

1. develop effective working relationships with clients
2. develop effective working relationships with colleagues
3. develop yourself within the job role

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Performance criteria

You must be able to:

- P1 **develop effective working relationships with clients** by
 - P1.1 communicating with clients in a manner which promotes goodwill, trust and maintains confidentiality
 - P1.2 handling client belongings with care and returning them when required
 - P1.3 promptly referring any client concerns to the relevant person
 - P1.4 maintaining client comfort and care to the satisfaction of the client
 - P1.5 meeting your salon's standards for appearance and behaviour
- P2 **develop effective working relationships with colleagues** by
 - P2.1 being friendly, helpful and respectful to colleagues
 - P2.2 politely asking for help and information from your colleagues, when necessary
 - P2.3 willingly and courteously responding to all requests for assistance
 - P2.4 making sure the timing of your assistance to colleagues ensures the smooth running of the salon
 - P2.5 giving the type of assistance to your colleagues which meets your job responsibilities
 - P2.6 passing tools and materials in a way to ensure the smooth delivery of the service
 - P2.7 accurately reporting any problems likely to affect salon services to the relevant person
- P3 **develop yourself within the job role** by
 - P3.1 identifying your own strengths and weaknesses within the job role and ensuring that these are agreed with the relevant person
 - P3.2 finding out more information from relevant people to perform a task when the instructions you have are unclear
 - P3.3 asking for feedback from relevant people on how well you are progressing and how you can improve your performance
 - P3.4 asking your colleagues to help you learn if you find tasks difficult
 - P3.5 taking **opportunities to learn** when they are available
 - P3.6 agreeing realistic self-development targets with the relevant person
 - P3.7 regularly reviewing your progress towards achieving your agreed targets
 - P3.8 using the results of your reviews to develop your future personal development plan

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Knowledge and understanding

You need to know and understand:

Salon and legal requirements

- K1 your job role and responsibilities and how this relates to the role of other team members
- K2 when you need to seek agreement with or permission from others
- K3 why it is important to work within your job responsibilities and what might happen if you do not do so
- K4 the standards of behaviour that are expected of you when working in the salon, including attendance and punctuality
- K5 your salon's standards for personal appearance
- K6 your salon's guidelines for client care and why they should be followed

You need to know and understand:

Communication

- K7 how to communicate in a clear, polite, confident way and why this is important
- K8 the questioning and listening skills you need in order to find out information
- K9 the rules and procedures regarding the methods of communication you use
- K10 how to recognise when a client is angry and when a client is confused

You need to know and understand:

Procedures and targets

- K11 how to get information about your job, your work responsibilities and the standards expected of you
- K12 your salon's appeal and grievance procedures
- K13 your personal development targets and timescales
- K14 the importance of meeting your work targets

You need to know and understand:

Improving your performance

- K15 how to identify your own strengths and weaknesses
- K16 the importance of continuous professional development
- K17 who can help you identify and obtain opportunities for your development and/or training
- K18 how using the National Occupational Standards can help you identify your development needs
- K19 how to access information on National Occupational Standards and qualifications, relevant to your job
- K20 the importance of continually using and updating your own personal development plan

You need to know and understand:

Working with others

- K21 why good working relationships are important
- K22 how to react positively to reviews and feedback and why this is important

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K23 how to manage your time effectively

K24 who to report to when you have difficulties in working with others

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Additional Information

**Scope/range
related to
performance
criteria**

1. **Opportunities to learn are**
 - 1.1. active participation in training and development activities
 - 1.2. active participation in salon activities
 - 1.3. watching technical activities

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