

# EUSNCO319 (SQA Unit Code - FA8J 04)

## Establish and maintain professional relationships



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### Overview

This unit is designed for the candidate to demonstrate competence in ensuring costs and quality standards and systems are met and that professional relationships are established and maintained, by organising, planning or supervising operational activities undertaken by contractors and/or the organisation's employees.

This unit will apply to Network Construction Operations at Level 3 and is intended for Construction Supervisors.

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### Performance criteria

- You must be able to:*
- P1 conduct and conclude liaison and communications with relevant individuals and organisations in a manner which promotes goodwill and trust
  - P2 establish and maintain constructive relationships with relevant individuals and organisations within the implications and constraints of other commitments
  - P3 keep relevant individuals and organisations informed in an appropriate level of detail about activities, progress, results, achievements and outcomes
  - P4 sensitively offer advice and help, and encourage relevant individuals and organisations to ask questions, seek clarification and make comments at appropriate stages of network activity
  - P5 provide clear and accurate relevant information about potential threats and opportunities, with an appropriate degree of urgency
  - P6 present proposals for action at an appropriate time and with the right level of detail for the degree of change, expenditure and risks involved
  - P7 identify the reasons for rejection of proposals, and put forward viable alternatives, if appropriate
  - P8 deal with differences of opinion in ways which minimise offence, and resolve conflicts in ways that maintain professional relationships

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to carry out liaison and communication
- K2 how to establish professional and constructive relationships
- K3 the importance of keeping people informed
- K4 relevant communication skills and methods of varying communications
- K5 how to present proposals for action
- K6 how to deal with differences of opinion and resolve conflict

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### Additional Information

#### Scope/range related to performance criteria

1. individuals and organisations: customers, contractors, network operatives, colleagues, statutory bodies
2. implications and constraints: Customer considerations, work details (including design, extent, location, time, duration, anticipated completion time), availability of resources, effect of weather/seasonal conditions
3. network activity: routine and non-routine activities, response to changed circumstances, works that affect company employees and others
4. relevant information: Sources of information, statutory and non-statutory reports, company documentation, job instructions, client documentation (internal or external)
5. risks: those which can be eliminated, reduced or controlled

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