
Overview

This standard is about working effectively with other people. This includes communicating clearly, co-operating with others and helping to improve ways of working. This could be with your own colleagues, supervisors/managers or people external to the team/department/organisation including suppliers and customers. It may include those for whom English is not their first language. You may work closely within a team, or spend a significant amount of time working alone.

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Establish and maintain working relationships with others(SQA Unit Code-H4M5 04)



Performance criteria

You must be able to:

- P1 present a professional image of yourself and those you represent
- P2 establish and maintain good working relationships with other people
- P3 discuss opportunities to make improvements to ways of working
- P4 co-operate effectively with other people to achieve results
- P5 deal with any conflicts effectively in an appropriate way
- P6 communicate with others in a way that supports effective working relationships
- P7 be aware of non-verbal communication messages (e.g. body language)
- P8 provide information clearly, tactfully and in an appropriate manner
- P9 maintain confidentiality

Knowledge and understanding

You need to know and understand:

- K1 the ways in which you can present a professional image of yourself and those you represent
- K2 the reasons why good working relationships are important
- K3 the ways in which good working relationships can be maintained and improved
- K4 when conflict might occur in a work situation and how to deal with it
- K5 the reasons why effective communication is important
- K6 methods of communicating effectively
- K7 the importance of good listening skills
- K8 the messages conveyed by non-verbal communication (e.g. body language)
- K9 the importance of not using derogatory statements in a work situation
- K10 the importance of maintaining confidentiality
- K11 the limits of your responsibility and authority

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