
Overview

This standard is about the need to maintain effective and efficient working relationships in a workplace where scientific or technical activities are performed. It involves taking responsibility for your own actions and behaviours and communicating effectively with others. It will require knowledge and adherence to organisational procedures whilst maintaining good working relationships with colleagues.

Good working relationships are essential to the effective operation of any workplace. Time spent resolving disagreements is time away from what is the main purpose of any organisation.

While you are expected to be familiar with your own responsibilities with regard to relevant organisational procedures, you are not expected to be a specialist in health and safety or any other aspect of organisational development.

For the purposes of this standard, 'colleagues' means any internal or external person you have contact with.

Who is this standard for

The standard is recommended for all staff, but particularly new recruits.

Performance

criteria

- You must be able to:
- P1 ensure that your work is carried out in accordance with workplace procedures
 - P2 meet workplace standards for timekeeping, appearance and behaviour
 - P3 communicate effectively to ensure that all relevant information is passed to the appropriate people
 - P4 recognise the extent of your role within the organisation, seeking assistance when required
 - P5 recognise your own limitations and seek advice and help when required
 - P6 participate in reviewing your own performance with the appropriate people
 - P7 deal with disagreements in an amicable and constructive way, so that good relationships are maintained

**Knowledge and
understanding**

**You need to know
and understand:**

- K1 the organisational structure and lines of accountability within company
- K2 the formal lines of communication open to you
- K3 the health and safety requirements of the area in which you are carrying out the activities
- K4 the legal and regulatory frameworks within which you are working and the implications of failing to comply with either
- K5 the correct procedures for the work you are carrying out
- K6 the interactions which take place between your speciality and others where the same speciality is used
- K7 how your work activities may affect others within the department and the workplace
- K8 the lines of communication and responsibilities in your department, and their links with the rest of the organisation
- K9 the limits of your own authority and to whom you should report if you have problems that you cannot resolve
- K10 the reasons why good working relationships are important
- K11 how to create and maintain good working relationships and the methods of working effectively with other
- K12 the problems that can affect relationships in the workplace and the procedures for dealing with disagreements within the workplace
- K13 the departmental performance review process, and your role in this process
- K14 the reasons why effective communication is important, and the methods used for communicating effectively

Developed by	Cogent
Version number	1
Date approved	October 2013
Indicative review date	October 2018
Validity	Current
Status	Original
Originating organisation	Cogent
Original URN	COGLS202
Relevant occupations	Associated Professionals and Technical Occupations; Science and Mathematics; Science; Science and Engineering Technicians; Professional Occupations; Science Professionals
Suite	Life Sciences and Related Industries 2
Key words	Working relationships; maintaining relationships; effective relationships; disagreements; colleagues
