

NOS PSSPO113 Build effective working relations with colleagues

Unit PSSPO113.2 Liaise and develop professional working relationships with third parties (SQA Unit Code-H78W 04)

Performance Criteria

You must be able to

Liaise and develop professional working relationships with third parties

1. identify the third parties and the nature of their interest in the activities and performance of own organisation
2. establish working relationships with relevant colleagues within the third parties
3. recognise and respect the roles and responsibilities of colleagues within the third parties
4. provide colleagues in third parties with appropriate information to enable them to perform effectively
5. fulfil agreements made with colleagues in third parties
6. advise colleagues in third parties of any difficulties or where it will be impossible to fulfil agreements
7. identify and sort out conflicts of interest and disagreements with colleagues in third parties in ways that minimise damage to working relations, referring any conflicts which are outside your level of responsibility
8. monitor and review the effectiveness of working relationships with colleagues in third parties, seeking and providing feedback, in order to identify areas for improvement

Knowledge and understanding

You need to know and understand

1. the benefits of developing productive working relationships with colleagues and third parties
2. the principles of effective communication and how to apply them in order to communicate effectively with colleagues and third parties
3. how to identify disagreements with colleagues and third parties and the techniques for sorting them out
4. how to identify conflicts of interest with colleagues and third parties and the measures that can be used to manage or remove them
5. how to take account of diversity issues when developing working relationships with colleagues and third parties
6. the importance of exchanging information and resources with colleagues and third parties
7. how to get and make use of feedback on your performance from colleagues and third parties
8. how to provide useful feedback on the performance of colleagues and third parties
9. the regulations and codes of practice that apply in the ports industry
10. the standards of behaviour and performance in the ports industry
11. the working culture of the ports industry
12. the processes within the organisation for making decisions
13. the line management responsibilities and relationships within the organisation
14. the organisation's values and culture

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15. the power, influence and politics within own organisation
16. the standards of behaviour and performance expected in the organisation
17. the information and resources that different colleagues and third parties might need
18. the agreements with colleagues and third parties