

## LANCS4 SQA Unit Code HC1V 04

### Establish and maintain working relationships with others



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#### Overview

This standard is about establishing and maintaining working relationships with others. This could be with your colleagues and supervisors/managers or people external to the team/department/organisation, including suppliers and customers. It may include those for whom English is not a first language. You may work closely within a team, or spend a significant amount of time working alone.

This standard includes communicating clearly, co-operating with others and helping to improve ways of working.

This standard is for anyone who needs to establish and maintain working relationships with others.

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#### Performance criteria

*You must be able to:*

- P1 present a professional image of yourself and those you represent
- P2 establish and maintain effective 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 select the most appropriate **method of communication** for the audience and the message you are delivering
- P8 communicate clearly and check that the audience understands
- P9 be aware of non-verbal communication messages (e.g. body language)
- P10 provide information clearly, tactfully and in an appropriate manner
- P11 maintain confidentiality

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### 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 working relationships are important
- K3 the ways in which working relationships can be established, 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 the different audiences with whom you might need to communicate
- K7 the methods of communication available and how to select the most appropriate
- K8 how to structure your communication so that it is clear and effective
- K9 the importance of good listening skills
- K10 the messages conveyed by non-verbal communication (e.g. body language)
- K11 the importance of not using derogatory or inflammatory statements in a work situation
- K12 the importance of acknowledging equality and diversity
- K13 the importance of maintaining confidentiality
- K14 the limits of your responsibility and authority

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#### Glossary

**method of communication** – could include interactions via, face to face, video link, telephone, text, email, memo, formal letter, social media, website

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<b>Developed by</b>	Lantra
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<b>Originating organisation</b>	Lantra
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<b>Relevant occupations</b>	Environmental conservation; Agriculture, Horticulture and Animal Care; Horse Care; Fisheries Management; Fish farming
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<b>Suite</b>	Environmental Conservation; Horticulture; Aquaculture; Fisheries Management; Equine; Equine Barefoot Care; Land-based Engineering Operations; Livestock Production; Veterinary Nursing and Auxiliary Services; Agricultural Crop Production; Animal Technology; Animal Care and Welfare; Equine Hoof Care; Crofters and Smallholders; Treework; Floristry; Fencing; Veterinary Para-professional Activities
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<b>Keywords</b>	communication; colleagues; employer; customer
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