

LSI YW04(SQA Unit Code-HD9P 04)

Develop productive working relationships with colleagues and stakeholders to support youth work



Overview

This standard is about developing productive working relationships with others who have an interest in, or are engaged in organisational activities related to youth work. It is recommended for youth work managers and senior managers.

It involves being aware of the roles, responsibilities, interests and concerns of colleagues and stakeholders and working with and supporting them in various ways. The need to monitor and review the effectiveness of working relationships with colleagues and stakeholders is a key part of this standard.

In the context of this standard, 'others' can include colleagues, other agencies, external partners and key stakeholders as well as local, national or global communities of interest or practice.

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Performance criteria

- You must be able to:*
- P1 identify partners and stakeholders and the nature of their interest and relationship to the activities and performance of own organisation
 - P2 establish working relationships with colleagues, partners and stakeholders
 - P3 recognise and respect the roles, responsibilities, interests and concerns of others
 - P4 provide others with appropriate information in line with legal and organisational requirements, to enable them to perform effectively
 - P5 consult others in relation to key decisions and youth work activities and take account of their views, including their priorities, expectations and attitudes to potential risks
 - P6 monitor and fulfil agreements made with others and advise others promptly of any difficulties or where it is not possible to fulfil agreements
 - P7 identify and action any conflicts of interest and disagreements in ways that minimise damage to activities and to the young people, individuals and organisations involved
 - P8 monitor and review the effectiveness of working relationships with others, seeking and providing feedback, in order to identify areas for improvement
 - P9 work in line with and champion the values and principles underpinning youth work when working with others

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Knowledge and understanding

You need to know and understand:

- K1 the value and benefit of developing productive working relationships with others
- K2 principles of effective communication and how to apply them to
- K3 why it is important to recognise and respect the roles, responsibilities, and interests of colleagues and stakeholders
- K4 the relevant agencies, partners and stakeholders and the nature of their interest in own organisation performance or activities
- K5 developments, issues and concerns of importance to stakeholders in youth work and how to recognise these
- K6 the importance of taking account of the views of others, particularly in relation to their priorities, expectations and attitudes to potential risks
- K7 the importance of monitoring wider developments in relation to stakeholders and how to do so effectively
- K8 current and emerging political, economic, social, technological, environmental and legal developments in youth work
- K9 mechanisms and tools for communicating and consulting with others
- K10 how to identify and agree what information is appropriate and legal to provide to others, and organisational requirements for sharing information
- K11 how to identify conflicts of interest and disagreements and techniques to manage or remove them
- K12 why communication regarding fulfilment of agreements or any problems affecting or preventing fulfilment is important
- K13 mechanisms for monitoring and reviewing the effectiveness of working relationships with others
- K14 how to obtain, share and use feedback on the effectiveness of working relationships
- K15 the legal, organisational, ethical requirements and other codes of practice relevant to working with others and young people
- K16 the values and principles underpinning youth work

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Values

Working with representatives of the sectors within youth work, LSIS has agreed a suite of values and principles which distinguish youth work from other, sometimes related, activities involving young people. These values and principles are at the core of the work undertaken within youth work and underpin this standard. The behaviours required within this standard include those which reflect particular values and principles.

Behaviours

1. Present information clearly, concisely, accurately and in ways that promote understanding
2. Show respect for the views and actions of others
3. Seek to understand people's needs and motivations
4. Comply with and ensure others comply with legal requirements, industry regulations, organisational policies and professional codes
5. Create a sense of common purpose
6. Work towards win-win solutions
7. Show sensitivity to internal and external politics that impact on your area of work
8. Keep promises and honour commitments
9. Consider the impact of your own actions on others
10. Use communication styles that are appropriate to different people and situations
11. Work to develop an atmosphere of professionalism and mutual support

Glossary

'Others' includes: colleagues, other agencies, external partners and key stakeholders; as well as local, national or global communities of interest or practice.

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Developed by Learning and Skills Improvement Service

Version number V3

Date approved April 2012

Indicative review date April 2015

Validity Current

Status Original

Originating organisation Lifelong Learning UK

Original URN LSI YW04

Relevant occupations Youth worker

Suite Youth Work

Key words Youth; young people; relationships; colleagues; stakeholders; partners; interests; activities; priorities; contributions; information; agreements; monitor; review; fulfil; value; support