

## SKSLWDC25 – Maintain effective working relationships SQA Unit Code HJ62 04

### Overview:

This standard is for those who work and communicate with others in the workplace, including appropriate types of communication to keep colleagues informed, lines of reporting and communication, the need to act upon information promptly, and understanding your own role and responsibilities and those of others.

The job role will involve:

- maintaining effective working relationships
- communicating effectively with others at work

### Performance Criteria:

- P1 carry out work instructions from your line manager accurately and promptly
- P2 follow agreed codes of conduct and behaviour within your organisation
- P3 identify misunderstandings and problems and follow procedures to resolve these
- P4 report any breakdown in working relationships that cannot be resolved in line with organisational procedures
- P5 share work-related information with colleagues and managers as required
- P6 use agreed lines of communication with colleagues and managers
- P7 communicate clearly and accurately in a way that is appropriate to the situation and meets the needs of others
- P8 identify problems with communication and seek to resolve these promptly
- P9 keep your line manager informed of matters affecting working practices and the working environment
- P10 report your progress against work instructions

### Knowledge and Understanding

- K1 describe own role and responsibilities, how you interact with colleagues, line manager and others in the workplace
- K2 explain the organisation's rules for conduct at work
- K3 explain the importance of maintaining effective working relationships
- K4 explain the importance of identifying problems with working relationships and how to deal with these
- K5 how to follow organisational procedures when communications break down
- K6 describe the organisation's grievance and disciplinary procedures
- K7 explain how to act on instructions given by your line manager
- K8 describe the agreed lines of communication and reporting procedures
- K9 explain the communication difficulties that may occur in the workplace and the importance of seeking help with these
- K10 explain why it is important to keep managers informed of progress