
Overview

This standard covers the skills and knowledge that you will need to develop and maintain internal and external working relationships.

You will be required to promote working relationships with a range of people such as colleagues in your own group, people in other work groups, supervisors and managers and external contacts. You will be expected to deal with any disagreements in an amicable and constructive way. You will also be expected to contribute to work activities by providing ideas and solutions and to find ways of resolving issues that cause concern and / or disagreement.

Your responsibilities will require you to comply with organisational policy and procedures at all times. You will be expected to report any problems that may affect working relationships that you cannot personally resolve, or are outside your permitted authority to the relevant people.

Your underpinning knowledge will be sufficient to provide a good understanding of the sort of situations that can affect good working relationships. You will be able to give an informed approach to the techniques that can be used to help maintain and develop good working relationships. You will understand how your actions will affect both internal and external working relationships.

This standard on promoting working relationships involves:

1. promoting effective working relationships
2. maintaining good working relationships
3. solving problems with relationships
4. providing and receiving feedback
5. working in ways which maintain the safety of yourself and others

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Promoting effective working relationships

Performance criteria

- You must be able to:*
- P1 present yourself in the workplace on time and in a way that does not cause concern to others
 - P2 ask for information, advice and/or help politely, without causing disruption to your own or others work
 - P3 offer help and information to others promptly and willingly
 - P4 respect the views, rights and property of others
 - P5 identify problems in working relationships
 - P6 deal with problems in working relationships in ways which minimise offence and maintain the mutual respect of others
 - P7 make sure that any actions that you take are within the limits of your own responsibility and authority
 - P8 refer requests for information and/or assistance that are outside your authority/responsibility to the appropriate person
 - P9 resolve disagreements and difficulties in working relationships with the appropriate person
 - P10 communicate to others in a manner which promotes understanding.

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Promoting effective working relationships

Knowledge and understanding

You need to know and understand:

- K1 the statutory regulations that can affect working relationship such as, disability, equal opportunities, discrimination, harassment
- K2 why it is important to present yourself in the workplace on time and ready for work
- K3 the methods in your organisation that can be used to gain information, advice and help
- K4 the methods that can be used to establish and maintain good working relationships
- K5 what might affect good working relationships
- K6 how to identify problems in working relationships
- K7 the methods of handling and resolving problems in working relationships
- K8 why it is important to resolve difficulties or misunderstandings quickly and not let them develop into more serious problems
- K9 how to identify and use different methods and styles of communication
- K10 why it is important to avoid disruption in the workplace, and methods of avoiding it
- K11 why it is important to request help from others in a polite and timely manner and to offer assistance to others when help is needed
- K12 why it is important to show respect for the views, rights and property of others
- K13 who to refer to with requests that are not within the limits of your responsibility
- K14 who to refer to if you have problems with working relationships that you cannot resolve
- K15 what your responsibilities are with regard to the reporting lines and procedures in your working area
- K16 what the responsibilities are of the people identified in knowledge statements 14 and 15 above

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Additional Information

Scope/range related to performance criteria

You must be able to:

1. Promote and maintain working relationships with **three** of the following:
 - 1.1. immediate supervision/line management
 - 1.2. managers and supervisors in other departments
 - 1.3. colleagues in same work group
 - 1.4. external contacts (such as customers, clients)
 - 1.5. colleagues in other work groups
 - 1.6. personnel in other departments (such as those supplying inputs or receiving outputs)

2. Maintain effective communication using **two** of the following methods:
 - 2.1. in writing
 - 2.2. orally
 - 2.3. electronically

3. Discuss problems which may affect working relationships with the appropriate person to include **two** of the following:
 - 3.1. work colleagues
 - 3.2. supervisor
 - 3.3. line manager
 - 3.4. team leader
 - 3.5. personnel or welfare officer

4. Deal with problems in working relationships to include **two** of the following:
 - 4.1. work related issues
 - 4.2. personal issues
 - 4.3. communication problems

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