

ASTFM408

Develop productive working relationships with others when delivering facilities management services



Overview

This unit is for middle managers in the facilities management environment. It is about developing and maintaining relationships with others by understanding their needs, regularly consulting with them and fulfilling agreements previously made. This could be clients, colleagues and other stakeholders, which could be individuals or organisations. Where agreements cannot be fulfilled, others must be informed promptly and alternative arrangements agreed. Relationships can be developed by reviewing effectiveness, utilising feedback and monitoring wider industry developments to make clients aware of issues of potential interest.

This unit is applicable to those who deliver facilities management services:

1. within an organisation, and
2. to a client organisation

In this context 'the organisation' can be either your employer or a client.

ASTFM408

Develop productive working relationships with others when delivering facilities management services

Performance criteria

- You must be able to:*
- P1 identify the roles and responsibilities of others involved in the provision of facilities management services, including clients, colleagues and stakeholders, as appropriate
 - P2 establish procedures for communication including timings and agree with relevant others
 - P3 seek and take into consideration views and expectations of others when making decisions
 - P4 ensure that all stakeholders are consulted as appropriate on key decisions and that full and accurate information is made available to aid the decision making process
 - P5 employ appropriate negotiating techniques when consulting with others to ensure that the needs of the organisation are met
 - P6 deal with conflicts, misunderstandings and disagreements as they arise, in ways which maintain existing relationships
 - P7 where conflict cannot be resolved seek and utilise appropriate impartial mediation
 - P8 review the effectiveness of relationships against procedures to identify where improvements can be made

ASTFM408

Develop productive working relationships with others when delivering facilities management services

Knowledge and understanding

You need to know and understand:

- K1 the needs of the organisation and its core business
- K2 how to identify the roles and responsibilities involved in the delivery of facilities management services
- K3 the factors to take into consideration regarding communication procedures and how to develop these
- K4 why the views of others are important to take into consideration
- K5 the way that your actions in dealing with the views and needs of others impacts on the relationships
- K6 methods of consulting with others and the most appropriate methods for different stakeholders
- K7 ways of negotiating that maintain the trust and good will of others
- K8 how to deal effectively with conflict
- K9 methods of reviewing relationships and the factors to take into consideration

ASTFM408

Develop productive working relationships with others when delivering facilities management services

Developed by Asset Skills

Version number 1

Date approved July 2009

Indicative review date July 2011

Validity Current

Status Original

Originating organisation Asset Skills

Original URN FM408

Relevant occupations Managers and Senior Officials; Construction, planning and the built environment; Building and construction; Functional Managers

Suite Facilities Management Level 4

Key words Relationships, facilities management, developments, clients, agreements, organisations