

ASTRBM16

Promote good working relationships with interested parties



Overview

This standard will be appropriate for all residential block managers who have any involvement in working with individuals and organisations outside their own companies. Interested parties are those who have a legitimate interest in your work in the broadest sense.

It should be noted that the decision as to which interested parties are relevant will vary depending upon the nature of the work. The ability to identify and work with those with relevant interests in your activities is crucial to successful working in residential block management. For this reason, the definition of “interested parties” within this standard is left very broad to allow those using the standard to show that they can adapt their view of what constitutes an interested party to meet the requirements of different situations and circumstances. Which interested parties are “relevant” will vary depending on the work which you are carrying out.

In the context of this standard verbal communication may involve:

- formal meetings
- informal meetings
- telephone communications

Obstacles to communication may include:

- resources available for communication
- timing of communication
- venue for meetings / briefings etc.
- language
- literacy
- specific communication difficulties relating to health or disability

This standard covers:

- developing and maintaining a relationship of trust with interested parties
- communicating effectively with interested parties

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Performance criteria

Develop and maintain a relationship of trust with interested parties

- You must be able to:*
- P1 identify which people and organisations have a valid and relevant interest in your work
 - P2 maintain confidentiality and equal opportunities when working with interested parties
 - P3 communicate with interested parties in a manner which is suited to their needs and to the information being communicated
 - P4 provide opportunities for interested parties to suggest choices and express preferences
 - P5 maintain contact with interested parties (through written correspondence, face to face discussions and telephone discussions) as appropriate and according to contractual obligations and organisational procedures
 - P6 handle difficult situations involving interested parties according to your level of responsibility
 - P7 give individuals the opportunity to feedback on services which your company provides
 - P8 take necessary action to make improvements based upon both verbal and written feedback
 - P9 identify and act upon opportunities to improve relationships with individuals

Communicate effectively with interested parties

- You must be able to:*
- P10 your methods and the frequency of communication are appropriate to the circumstances
 - P11 your style of communication with interested parties accommodates the reasonable needs of the individual concerned
 - P12 minimise any obstacles to communication
 - P13 provide information and check recipients' understanding
 - P14 recognise the individual's rights to express their own feelings and needs provided that this does not adversely affect the rights of others
 - P15 where individuals express views or provide information to you, you check that you have understood their meaning

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Knowledge and understanding

You need to know and understand:

Develop and maintain a relationship of trust with interested parties

- K1 how to identify who has a valid interest in your work
- K2 the importance of maintain confidentiality and equal opportunities when dealing with interested parties
- K3 methods of communicating effectively
- K4 the importance of being courteous under pressure
- K5 the ways in which your company meets the diverse needs of interested parties
- K6 the importance of using time and resources in an effective way
- K7 procedures for maintaining confidentiality
- K8 how to identify and deal with difficult situations
- K9 the importance of being constructive and finding solutions to problems
- K10 how to encourage feedback from others
- K11 where it may be appropriate to have a formal complaints procedure
- K12 the options available to you when seeking to improve services
- K13 ways of utilising opportunities to enhance relationships
- K14 the implications for your work of relevant legislation, regulations, guidelines and codes of practice

Communicate effectively with interested parties

You need to know and understand:

- K15 how to communicate effectively
- K16 the constraints which contracts and legislation place on your options for communicating
- K17 how to provide information clearly
- K18 listening skills
- K19 the importance of asking questions and checking understanding
- K20 the types of obstacles to communication and how these may be minimised
- K21 how to check that you have understood others

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