

## COGC6

# Establish and maintain relationships with visitors to the working environment



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### Overview

This unit is about establishing and maintaining effective working relationships. You will be involved in activities such as:

- 1 establishing and maintaining effective working relationships with colleagues
- 2 establishing and maintaining relationships with visitors to the working environment
- 3 establishing and maintaining effective communications with colleagues
- 4 carrying out work handovers

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#### Performance criteria

- You must be able to:*
- P1 treated colleagues in a manner which promotes and maintains goodwill
  - P2 promptly and willingly met reasonable requests from colleagues
  - P3 provided clear, accurate and prompt information regarding daily work schedules to colleagues
  - P4 supported and offered help to colleagues who are in work related difficulties
  - P5 promptly and effectively reported breakdowns in working relationships
  - P6 greeted visitors in a manner which promotes goodwill
  - P7 provided visitors with clear and sufficient information (oral, written and visual) to meet their identified need
  - P8 promptly passed on requests for information outwith your own responsibility to the relevant personnel
  - P9 effectively ensured that visitors are not endangered through your acts or omissions
  - P10 effectively delivered clear, concise, accurate and unambiguous communications
  - P11 accurately identified difficulties in interpretation of information and sought prompt clarification
  - P12 effectively recorded all relevant information
  - P13 ensured that information given to you on current operational status is accurate and complete
  - P14 ensured that information given by you on current operational status is accurate and complete
  - P15 effectively communicated all relevant operating instructions
  - P16 left your work area clean and hazard free
  - P17 worked safely and in accordance with operational requirements

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#### Knowledge and understanding

*You need to know and understand:*

- K1 your own responsibilities within your organisation
- K2 how to recognise reasonable requests
- K3 what is considered essential information regarding daily work schedules
- K4 when a working relationship has broken down
- K5 the limits of your responsibilities
- K6 policies and procedures regarding visitors
- K7 What specific statutory requirements (e.g. HASAW, COSHH) apply to the way in which you communicate with others
- K8 What specific terms of communication you would adopt with colleagues and how these relate to company procedures, policies etc.
- K9 how to work with and within the Permit to Work system
- K10 how to identify and control and minimise work area hazards
- K11 the relevant personnel who are to give and receive information to and from you

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### Additional Information

#### Scope/range related to performance criteria

- 1 the implications of statutory (e.g. HASAWA and COSHH) and organisational requirements
- 2 how to interpret operational requirements (e.g. relevant policies, procedures, instructions, codes of practice, standards, schedules)
- 3 informal meetings
- 4 formal meetings
- 5 normal work situation
- 6 team briefings

#### Work handovers:

- 7 to next shift
- 8 from previous shift
- 9 to next job
- 10 from previous job
- 11 to next person
- 12 from previous person

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**Relevant occupations** Retail and commercial enterprise; Warehouse and distribution; Process, Plant and Machine Operatives; Process Operatives

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**Suite** Well Services: Mechanical Wireline

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**Key words** Working Relationships, colleagues, handovers, meetings, team briefings, shifts