

COGLS2

Maintain effective and efficient working relationships in life sciences related work activities



Overview

This standard covers the competences you need to work effectively and effectively in life science related work activities, in accordance with approved procedures and practices.

You will be required to demonstrate establishing and maintaining relationships, how you deal with others. How you deal with disagreements. How you meet organizational standards for behavior.

During this work you must take account of the relevant worksite operational requirements, procedures and safe working practices AS THEY APPLY TO YOU.

The activity is likely to be undertaken by someone whose work role carries out life science related work activities. This could include individuals working in hospitals, scientific laboratories, schools and universities.

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Performance criteria

- You must be able to:*
- P1 establish and maintain effective working relationships within the life sciences environment
 - P2 meet organisational standards for appearance and behaviour
 - P3 maintain communication with others, to ensure that they are kept informed about any work plans or activities which may affect them
 - P4 be aware of the limits of your skills, and seek assistance from others in a polite and courteous way without causing undue disruption to normal work activities
 - P5 deal with disagreements in an amicable and constructive way, so that good relationships are maintained
 - P6 review your personal performance and development with the appropriate people at the agreed intervals

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Knowledge and understanding

You need to know and understand:

- K1 why it's important to understand and keep up with the strategic direction of the life sciences agenda across the UK and globally and how this will influence the organisation
- K2 how to develop internal and external networks within the life sciences community for the area you are working in
- K3 how your life sciences related work activities affect others within organisation and the community
- K4 the reasons why effective communication is important and the methods used for communicating effectively
- K5 the lines of communication and responsibilities in your department and their links with the rest of the organisation
- K6 the reasons why good working relationships are important
- K7 how to create and maintain good working relationships
- K8 the methods of working effectively with others
- K9 the limits of your own authority and to whom you should report if you have problems that you cannot resolve
- K10 the problems that can affect relationships
- K11 how to give and receive feedback
- K12 the procedures for dealing with disagreements within the workplace
- K13 the departmental performance review process, and your role in this process

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