

## COGODR20

### Contribute to the development of drilling workforce and working relationships



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#### Overview

This unit is about contributing to the safe, efficient and effective control and development of workforce for whom he/she has responsibility in the workplace. Candidates should demonstrate knowledge and understanding of a range of items including: advising individuals in relation to their training/development needs; keeping records of proceedings and outcomes; handling confidential information; defining and allocating responsibility and authority; handling disagreements and conflict; applying relevant legislation and organisational rules to actual/typical circumstances. This unit deals with the following:

- 1 Contribute To Assessing, Training And Developing The Drilling Workforce
- 2 Create And Enhance Productive Working Relationships
- 3 Contribute To The Implementation Of Disciplinary And Grievance Procedures

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#### Performance criteria

*You must be able to:*

- P1 carried out assessments in an effective and impartial manner
- P2 communicated assessments and their results in accordance with organisational requirements
- P3 identified and discussed training needs with the individual and line management
- P4 carried out training activities or referred to line management appropriate
- P5 encouraged individuals to review and provide feedback upon their own progress
- P6 identified appropriate opportunities for individual development and referred to line management as appropriate
- P7 conducted communications with relevant persons in a manner which promotes goodwill and trust
- P8 established and maintained constructive relationships with relevant persons within the constraints of other commitments
- P9 informed the workforce of expected standards of work and behaviour as appropriate
- P10 identified **potential and actual conflicts** and promptly acted to deal with them according to organisational and legal requirements
- P11 communicated relevant information about activities, progress, results and achievements
- P12 presented proposals to the relevant person
- P13 made appropriate opportunities available to discuss work related and personal problems
- P14 maintained confidentiality in accordance with organisational requirements
- P15 kept the workforce informed of current procedures relevant to them
- P16 ensured that your actions are impartial and provide equality of opportunity which meet organisational and legal requirements
- P17 carried out contributions to disciplinary and grievance procedures with minimum delay and in accordance with organisational procedures
- P18 ensured that recorded details of the proceedings and outcomes are accurate, complete and accessible to line management
- P19 sought advice, as required, to clarify situation
- P20 handled information is with the appropriate level of sensitivity and confidentiality
- P21 worked safely in accordance with operational requirements and associated **Safe Systems of Work**

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#### Knowledge and understanding

*You need to know and understand:*

- K1 how to identify, define and assess individual's practical competence
- K2 the principles and practice of advising individuals in relation to their training/development needs
- K3 how to keeping records of proceedings and outcomes
- K4 the principles and practice of handling confidential information
- K5 the methods for conducting liaison and communication with others
- K6 the methods for presenting detailed proposals for action
- K7 how to identify areas of likely conflict
- K8 how to define and allocate responsibility and authority
- K9 how to providing personnel with opportunities to raise and discuss problems
- K10 the methods for handling disagreements and conflict
- K11 how to apply relevant items of legislation and organisational policies and rules to actual typical situations
- K12 how to apply relevant legislation and organisational rules to actual/typical circumstances
- K13 how to apply disciplinary and grievance procedures in practice
- K14 how to handle disagreements and conflict
- K15 the current legal and organisational disciplinary guidelines and procedures

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### Additional Information

#### Scope/range

The following terms in **bold** relate directly to those shown in **bold** in the Performance Statements.

- 1 **Potential and actual conflict** may include difference of opinion; discrimination; inappropriate personal habits; ineffective communications; personal conflict; racism; sexism; unrealistic work expectations; working conditions; non-compliance with organisation norms and values
- 2 **Safe Systems of Work** must include processes or systems that incorporate Hazard Identification, Risk Assessment, Permit to Work and any other associated systems.

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

- 3 How to use 'Safe Systems of Work' processes to identify hazards and mitigate or reduce risks to as low as reasonably practicable (ALARP)
- 4 How to select, use and care for PPE (to include sight/hearing protection, coveralls, gloves, footwear, hard hats, respirators)
- 5 The implications of statutory (e.g. HASAWA and COSHH) and organisational requirements
- 6 How to interpret operational requirements (e.g. relevant policies, procedures, instructions, codes of practice, standards, schedules)

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**Originating organisation** Cogent

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

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**Suite** Offshore Drilling Operations

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**Key words** Safety, workforce, training, record keeping, conflicts, procedures, confidential, disagreements, grievance