

COGOESR5

Represent constituents in discussion with employers in the offshore oil and gas industry



Overview

This unit is about representing constituents in discussion with management and feeding back the response to the workforce.

Previous Version:

This is a newly created NOS suite June 2008

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Performance criteria

- You must be able to:*
- P1 foster a constructive relationship with constituents and management
 - P2 take the appropriate course of action for a constituent making a complaint
 - P3 display interview techniques in a conversation with a constituent
 - P4 maintain confidentiality of information relating to colleagues
 - P5 pre-empt and deal with any conflicts of interest and disagreements with stakeholders
 - P6 assist members and representatives to prepare submissions
 - P7 select and present relevant information which supports the recommendations
 - P8 research previous cases and identify precedents
 - P9 use expert sources for additional information
 - P10 put together arguments which are likely to persuade the employer's side to change position
 - P11 present the information in a manner which avoids unnecessary antagonism, and which encourages trust and mutual respect
 - P12 note what has been agreed and check with everyone that you have an accurate record
 - P13 give constructive feedback and advice to personnel about the result
 - P14 make adjustments to communications and interviews for employees who do not understand English very well, who cannot read or who have a condition

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Knowledge and understanding

You need to know and understand:

- K1 how to select appropriate health and safety cases for presentation to employers
- K2 how to identify and access appropriate sources of specialist advice.
- K3 how to plan and hold interviews
- K4 how to offer advice effectively
- K5 the potential outcomes for a range of complaints and incidents
- K6 problem solving and decision making techniques
- K7 the importance of confidentiality

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Developed by Cogent

Version number 1

Date approved February 2009

Indicative review date February 2011

Validity Current

Status Original

Originating organisation Cogent

Original URN OESR5

Relevant occupations Engineering Professionals; Engineering and manufacturing technology; Manufacturing technologies

Suite Offshore S1971 Elected Safety Representatives

Key words representing constituents, discussions, management, employers
