
Overview

This unit is about your competence in developing and maintaining effective working relationships with others. This may include colleagues, supervisors and visitors and may be frequent or infrequent. Both oral and written methods will be used. This unit is common to the Electrical, Mechanical and Instrument & Control disciplines.

This unit deals with the following:

- 1 Contribute to effective working relationships

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

Previous Version:

Adapted from Unit C3.5 of Process Engineering Maintenance NOS – version February 2004. This unit is a tailored version of a core unit produced by the ECITB from the OSC Eng Engineering Competence Standards (ECS 8.02) which was originally designated CO1.

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Contribute to effective working relationships

Performance criteria

You must be able to:

- P1 establish and maintain productive working relationships
- P2 deal with disagreements in an amicable and constructive way so that good relationships are maintained
- P3 keep others informed about work plans or activities which affect them
- P4 seek assistance from others in a polite and courteous way without causing undue disruption to normal work activities
- P5 respond in a timely and positive way when others ask for help or information

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Contribute to effective working relationships

Knowledge and understanding

You need to know and understand:

- K1 you must have a working knowledge and understanding of how to create and maintain working relationships, and why it is important to do so
- K2 you must have a working knowledge and understanding of what the types of problems are that can affect relationships, and what actions can be taken to deal with specific difficulties
- K3 you must have a working knowledge and understanding of what your own and others responsibilities are with regards to lines of communication and responsibilities

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Contribute to effective working relationships

Additional Information

Scope/range related to performance criteria

- 1 The groups of people with which relationships should be maintained. Working relationships need to be fostered with other people with whom you come into contact as part of your work role either on a frequent or regular basis, or occasionally only. Typical relationships could be with:
 - 1.1 Those for whom you have responsibility
 - 1.2 Clients
 - 1.3 Other disciplines
 - 1.4 Security/safety personnel
 - 1.5 Those to whom you are responsible
 - 1.6 Colleagues
 - 1.7 Suppliers

- 2 Effective working relations require communication with others. This could include:
 - 2.1 Formal/informal
 - 2.2 Written
 - 2.3 Oral

Examples could include:

 - 2.4 Tool box talks
 - 2.5 Safety feedback
 - 2.6 Complaints
 - 2.7 Appraisals/performance reviews
 - 2.8 Inductions
 - 2.9 Production loop
 - 2.10 Liaison between training and workplace contacts

Scope/range related to knowledge and understanding

The Knowledge and Understanding levels expressed indicate the minimum level of knowledge and understanding sufficient to perform your role in a manner that would normally be associated with the minimum acceptable performance of a competent person undertaking your role.

The expression "working knowledge and understanding" indicates you are able to:

- 1 Identify and apply relevant information, procedures and practices to your usual role in your expected working environments needing only occasional recourse to reference materials
- 2 Describe, in your own words, the principles underlying your working methods. This does not mean the ability to quote "Chapter and verse". Rather you must know what supporting information is available, how

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Contribute to effective working relationships

- and where to find it and from whom to seek further guidance and information confirm any additional required detail
- 3 Interpret and apply the information obtained to your role, your working practice and in your expected working environment

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Contribute to effective working relationships

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Suite Process Engineering Maintenance

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