

COGPPRO40

Unit 40: Establish and Maintain Effective Working Relationships within Polymer Processing and Related Operations



Overview

This unit is for those with responsibility for establishing and maintaining effective working relationships with other people within the processing environment.

This unit deals with the following:

1. Establish and maintain effective working relationships with colleagues
2. Establish and maintain effective working relationships with contacts

During this work you must take account of the relevant worksite operational requirements, procedures and safe working practices as they apply to you.

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Performance criteria

You must be able to:

- P1 Treat **colleagues** in a manner which promotes and maintains goodwill
- P2 Promptly and willingly meet reasonable requests from **colleagues**
- P3 Provide clear, accurate and prompt **information** regarding daily work schedules to **colleagues**
- P4 Support and offer **help** to **colleagues**
- P5 Maintain respect whilst dealing with problems
- P6 Seek advice of others when matters cannot be resolved
- P7 Greet **contacts** in a manner which supports the reputation of the organisation
- P8 Interacting effectively with staff from the immediate work area and with external contacts who may include staff from outside the immediate work area
- P9 Provide **contacts** with clear and sufficient (oral, written and visual) information to meet their identified need
- P10 Promptly pass on requests for information outside your own responsibility to the relevant personnel
- P11 Effectively ensure that **contacts** are not endangered through your, or their acts or omissions
- P12 Dealing with difficulties in working relationships in a positive manner
- P13 Work safely in accordance with operational requirements

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Knowledge and understanding

You need to know and understand:

- K1 The implications of relevant statutory and organisational requirements
- K2 How to find and interpret **operational requirements**
- K3 The implications of poor communication
- K4 The need for good relationships
- K5 The means to ensure information given has been effectively received
- K6 Your own responsibilities under Company Personnel Policies
- K7 How to recognise reasonable requests
- K8 What is considered essential information regarding daily work schedules
- K9 When a working relationship has broken down and the appropriate procedures to follow (e.g. company grievance procedure)
- K10 The relevant personnel who are to give **information** to you
- K11 The relevant personnel who are to receive information from you
- K12 Policies and procedures regarding contractors and visitors

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Additional Information

Glossary

1. **Colleagues** to include people you work with frequently
2. **Information:** team briefings, normal work situations, unusual work situations
3. **Help** to include: when asked and when it is apparent that a colleague would benefit from some help
4. **Contacts:** interacting in the working environment; with staff from other work areas, suppliers or sub-contractors, clients, regulatory or inspection agencies, community, e.g. school visits, other departments
5. **Operational Requirements:** policies, procedures, instructions, codes of practice, standards, schedules

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