

## COGSIGN02

### Develop and maintain effective working relationships in signmaking



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#### Overview

This unit deals with the following:

1. Develop and maintain effective working relationships in signmaking

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

Previous Version: Unit 2.02 National Occupational Standards in Signmaking (CWP1)

## COGSIGN02

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#### Performance criteria

*You must be able to:*

- P1 treat relevant personnel in a manner which promotes and maintains goodwill
- P2 promptly and willingly meet reasonable requests from relevant personnel
- P3 provide clear, accurate and prompt information regarding identified needs to relevant personnel
- P4 support and offer help to relevant personnel when requested
- P5 deal promptly and effectively with problems in working relationships that are your responsibility, and report those that you cannot solve and/or are not your responsibility to the appropriate person
- P6 communicate all relevant information to the relevant person using the appropriate method of communication
- P7 maintain confidentiality according to organisational requirements at all times
- P8 follow relevant Health and Safety and environmental requirements and legislation at all times

## COGSIGN02

### Develop and maintain effective working relationships in signmaking

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#### Knowledge and understanding

*You need to know and understand:*

- K1 your own work role and responsibilities
- K2 colleagues' work roles and responsibilities
- K3 how to identify needs
- K4 ways of establishing constructive relationships
- K5 ways of seeking and exchanging information, advice and support
- K6 ways of dealing with disagreements and conflict
- K7 ways of dealing with confidential information
- K8 ways of informing and consulting with relevant others about problems and proposals use of different styles of approach in different situations
- K9 how to use different styles of approach in different situations
- K10 methods of communication to suit individual needs
- K11 who are the relevant others/personnel
- K12 what problems may occur
- K13 what is the appropriate action to take if there are problems
- K14 what are the relevant organisational reporting procedures
- K15 what legislation and organisational codes of practice are relevant
- K16 what are the consequences of not following legislation and organisational requirements
- K17 what Health and Safety and environmental requirements and legislation are relevant and how to follow them
- K18 what are the consequences to you and to others of not following Health and Safety and environmental legislation

# COGSIGN02

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### Additional Information

#### Glossary

##### **Relevant Personnel**

Colleagues in the same work group, colleagues in other work groups, immediate supervisors, those for whom you have responsibility, personnel in other departments, external contacts, clients, customers, suppliers.

##### **Needs Identified**

By self, by others

##### **Appropriate Person**

Supervisor, line manager, team leader etc.

##### **Relevant Health and Safety and Environmental Requirements**

What your responsibilities are in respect of Health and Safety and environmental requirements and legislation, regulations, safe working practices, local, national and organisational/site specific procedures

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**Developed by** Cogent

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**Relevant occupations** Professional Occupations; Engineering Professionals; Engineering and manufacturing technology; Manufacturing technologies

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**Suite** Signmaking

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