

COGSM24

Unit 24: Create, Develop and Maintain Effective Working Relationships in Signmaking Operations



Overview

This unit covers the skills and knowledge that you will need to be able to create, develop and maintain effective working relationships with either colleagues or external contacts.

This unit deals with the following:

1. Create, develop and maintain effective working relationships with colleagues and external 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 Create, develop and maintain constructive relationships with colleagues and external contacts to enable working arrangements to be fulfilled
 - P2 Meet commitments to colleagues and external contacts within agreed timescales
 - P3 Provide colleagues with information and support, to meet identified needs
 - P4 Identify and raise concerns over quality of work within agreed timescales and discuss with the relevant person
 - P5 Ensure that the methods of communication and support are appropriate to the needs of colleagues and external contacts
 - P6 Respond to requests for information within agreed timescales, courteously and accurately
 - P7 Maintain the confidentiality of information relating to colleagues and external contacts according to organisational requirements

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Knowledge and understanding

You need to know and understand:

- K1 What legislation and organisational codes of practice are relevant
- K2 What the consequences of not following legislation and organisational requirements are
- K3 Your own work role and responsibilities
- K4 Colleagues' work roles and responsibilities
- K5 How to establish and build constructive relationships
- K6 How to seek and exchange information, advice and support
- K7 How to deal with disagreements and conflict
- K8 How to deal with confidential information
- K9 How to inform and consult with others about problems and proposals
- K10 Use of different styles of approach in different situations
- K11 Methods of communication to suit individual needs
- K12 How to check that people have understood the information you have given them
- K13 Who the relevant personnel are
- K14 What problems may occur
- K15 What action to take if there are problems
- K16 The scope and limit of your own authority for dealing with external relationships
- K17 The organisation's reporting procedures

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Additional Information

Glossary

Colleagues: Work contacts within own organisation, colleagues in the same work group, colleagues in other work groups, immediate supervisors, those for whom you have responsibility, personnel in other departments

Identified Needs: By self, by others

External Contacts: Those supplying services, those requiring services

Relevant Personnel: Supervisor, line manager, team leader etc.

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Suite SignMaking

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