

## COSAO29

# Develop and maintain relationships with people who are affected by your work in asbestos surveying and analysis



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### Overview

This unit is about developing and maintaining relationships with people who are affected by your work.

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#### Performance criteria

*You must be able to:*

- P1 develop, maintain and encourage working relationships with people which promote goodwill and trust
- P2 inform people about work activities in an appropriate level of detail and with an appropriate degree of urgency
- P3 offer advice and help to people about work activities with sensitivity and encourage questions, requests for clarification and comments
- P4 present proposals for action clearly to people at an appropriate time and with the right level of detail for the circumstances, expenditure and risk involved
- P5 clarify with people objections to proposals and suggest alternative proposals
- P6 resolve disputes and differences of opinion in ways which minimise offence, and promote goodwill, trust and respect

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#### Knowledge and understanding

*You need to know and understand:*

- K1 how and why to develop working relationships with people which promote goodwill and trust (synthesis)
- K2 how to maintain working relationships with people which promote goodwill and trust (application)
- K3 how to encourage working relationships with people which promote goodwill and trust (application)
- K4 how to inform people about work activities in an appropriate level of detail and with an appropriate degree of urgency (application)
- K5 how and why to offer advice and help to people about work activities (synthesis)
- K6 how to encourage questions, requests for clarification and comments (application)
- K7 how to present proposals for action to people (application)
- K8 how to clarify with people objections to proposals (application)
- K9 how and why to resolve disputes and differences of opinion in ways which minimise offence, and promote goodwill, trust and respect (synthesis)

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### Additional Information

#### Scope/range

- 1. Working relationships:**
  - 1.1. formal (contractual and statutory)
  - 1.2. informal
- 2. People:**
  - 2.1. clients and customers
  - 2.2. employers
  - 2.3. employees
  - 2.4. statutory & regulatory bodies
  - 2.5. users and community groups
  - 2.6. contractors
  - 2.7. consultants
  - 2.8. stakeholders
  - 2.9. duty holders
  - 2.10. near neighbours
  - 2.11. occupiers
  - 2.12. general public
  - 2.13. suppliers of products and services
  - 2.14. government agencies
  - 2.15. non-English speakers
- 3. Promote goodwill and trust:**
  - 3.1. demonstrating a duty of care
  - 3.2. ethical relationships
  - 3.3. professional independence
  - 3.4. honouring promises and undertakings
  - 3.5. honest relationships
  - 3.6. constructive relationships
  - 3.7. equal opportunities
  - 3.8. assessing risk
  - 3.9. contractual obligations
- 4. Inform, offer advice, present and clarify:**
  - 4.1. orally
  - 4.2. in writing
  - 4.3. using graphics
  - 4.4. electronically

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#### **5. Work activities:**

- 5.1. proposals and their impact
- 5.2. progress
- 5.3. results
- 5.4. achievements
- 5.5. potential problems
- 5.6. risks
- 5.7. opportunities
- 5.8. making proposals

#### **6. Disputes:**

- 6.1. tender/contract
- 6.2. time
- 6.3. valuation
- 6.4. accuracy
- 6.5. professional services

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**Relevant occupations** Building and Civil Engineering Technicians; Building inspectors; Chartered Surveyors (not quantity surveyors); Occupational Hygienists and Safety Officers (Health and Safety)

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**Suite** Asbestos Surveying and Analysis

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**Key words** disputes; working relationships; asbestos