

Overview

This unit is about developing and maintaining working relationships with colleagues, team members, your manager and others. It is also about you optimising your own performance and undertaking personal development. You will need to develop and maintain effective relationships, offering timely relevant information and helpful sensitive advice. You will need to present clear, timely proposals appropriately detailed.

You will need to set and prioritise your own objectives and realistically plan your work activities allowing for unforeseen circumstances and delegating where appropriate. You will need to make decisions, minimise disruptions, obtain further information as needed and regularly review progress, rescheduling as necessary.

You will need to review your own performance, both by yourself and with your line manager, and identify personal development needs, forming these into a development plan. You will need to undertake development activities, record progress and re-review your performance.

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Performance criteria

You must be able to:

Develop and maintain relationships with people

- P1 develop and maintain 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
- P4 present proposals for action clearly to people at an appropriate time and with the right level of detail for the degree of change, expenditure and risk involved

Optimise your own resources to meet objectives

You must be able to:

- P5 set objectives for your work which are specific, measurable and achievable within organisational constraints
- P6 prioritise your objectives in line with organisational objectives and policies
- P7 plan your work activities so that they are consistent with your objectives and your personal resources
- P8 estimate the time you need for activities realistically and allow for unforeseen circumstances
- P9 delegate work to others in a way which makes the most efficient use of available time and resources
- P10 take decisions as soon as you have sufficient information
- P11 take prompt and efficient messages to obtain further information needed when taking decisions
- P12 minimise unhelpful interruptions to, and digressions from, planned work
- P13 regularly review progress and reschedule activities to help you in achieving your planned objectives

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Undertake personal development in the occupational practice area

You must be able to:

- P14 review the personal aims and objectives for undertaking personal development
- P15 identify sources of support and guidance for undertaking personal development
- P16 identify and agree relevant standards of competence against which personal development can be measured
- P17 review in conjunction with line manager the current personal level of performance against the identified standards of competence and record a profile of present competence and personal development needs
- P18 confirm a development plan for achieving identified development needs
- P19 undertake development activities aimed at achieving identified development needs, review and record progress and the effectiveness of the activities
- P20 record evidence of competence gained against the identified standards of competence
- P21 review the cycle of personal development aims and objectives and revise and update aims and objectives to suit changing circumstances

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Knowledge and understanding

You need to know and understand:

Develop and maintain relationships with people

- 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 inform people about work activities in an appropriate level of detail and with an appropriate degree of urgency (application)
- K4 how and why to offer advice and help to people about work activities (synthesis)
- K5 how to present proposals for action to people (application)

Optimise your own resources to meet objectives

You need to know and understand:

- K6 how and why to set objectives for your work which are specific, measurable and achievable within organisational constraints (synthesis)
- K7 how and why to prioritise your objectives in line with organisational objectives and policies (analysis)
- K8 how and why to plan your work activities so that they are consistent with your objectives and your personal resources (synthesis)
- K9 how to estimate the time you need for activities realistically and allow for unforeseen circumstances (application)
- K10 how to delegate work to others in a way which makes the most efficient use of available time and resources (application)
- K11 how and why to take decisions as soon as you have sufficient information (evaluation)
- K12 how to take prompt and efficient messages to obtain further information needed when taking decisions (application)
- K13 how to minimise unhelpful interruptions to, and digressions from, planned work (application)
- K14 how and why to regularly review progress and reschedule activities to help you in achieving your planned objectives (analysis)

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Undertake personal development in the occupational practice area

You need to know and understand:

- K15 how to revise and update personal development aims and objectives to suit changing circumstances (application)
- K16 how and why to review the personal aims and objectives for undertaking personal development (evaluation)
- K17 what to identify as sources of support and guidance for undertaking personal development (understanding)
- K18 how and why to review in conjunction with line manager the current personal level of performance against the identified standards of competence (analysis) what to identify as relevant standards of competence against which personal development can be measured (understanding)
- K19 how to record a profile of present competence and personal development needs (application)
- K20 how to record evidence of competence gained against the identified standards of competence (application)
- K21 how and why to agree relevant standards of competence against which personal development can be measured (evaluation)
- K22 how and why to confirm a development plan (synthesis)
- K23 how and why to undertake development activities (evaluation)
- K24 how and why to review progress and the effectiveness of the development activities (analysis)
- K25 how to record progress and the effectiveness of the development activities (application)

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Additional Information

Scope/range

Develop and maintain relationships with people

1. Working relationships:

- 1.1. formal (project and regulatory)
- 1.2. informal

2. People:

- 2.1. technical
- 2.2. non-technical
- 2.3. authority
- 2.4. local community

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. encouraging diversity

4. Inform, offer advice and present:

- 4.1. orally
- 4.2. in writing
- 4.3. using graphics
- 4.4. electronically

5. Work activities:

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

Optimise your own resources to meet objectives

6. Organisational constraints:

- 6.1. resolving problems
- 6.2. organisational objectives
- 6.3. organisational policies
- 6.4. resources

7. Delegate to:

- 7.1. team members
- 7.2. colleagues working at the same level as yourself

Undertake personal development in the occupational practice area

8. Aims and objectives:

- 8.1. people outside your organisation
- 8.2. intellectual challenge
- 8.3. need for updating
- 8.4. need to provide evidence of maintenance of vocational competence
- 8.5. preparation for career development
- 8.6. compliance with employer and professional requirements
- 8.7. organisational credibility

9. Personal development:

- 9.1. maintenance of existing competence
- 9.2. improvements to existing competence
- 9.3. development of new competence

10. Sources of support and guidance:

- 10.1. national/industry bodies
- 10.2. professional institutions
- 10.3. education and training providers
- 10.4. in house

11. Standards of competence:

- 11.1. job descriptions
- 11.2. personal specification
- 11.3. professional institution requirements
- 11.4. national occupational standards
- 11.5. industry standards (e.g. card schemes, best practice)

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12. Development activities:

- 12.1. formal courses
- 12.2. work experience
- 12.3. personal study
- 12.4. work shadowing/secondments
- 12.5. mentoring
- 12.6. developing personal networks

13. Development plan includes:

- 13.1. priorities
- 13.2. target dates
- 13.3. development activities

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