
Overview

This standard covers the need to go beyond the immediate requirements of the job, and to view work as more than just utilising technical skills. It is about establishing and maintaining good working relationships with colleagues in a print production environment by using effective communication.

**Performance
criteria**

- You must be able to:**
- P1 interact with people in a way that maintains good working relationships
 - P2 take steps to resolve problems in working relationships
 - P3 identify and describe different methods of communication that may be used in the workplace
 - P4 bring to the attention of colleagues information that might have an immediate effect on production
 - P5 carry out requests from colleagues or customers promptly without holding up production
 - P6 refer requests that cannot be met, to the appropriate person
 - P7 communicate with colleagues using the form of communication most suited to the situation
 - P8 ensure information provided to colleagues is accurate and contains sufficient detail to meet their requirements
 - P9 identify opportunities for self development

Knowledge and understanding

You need to know and understand:

- K1 the personnel structure within the company
- K2 the roles and responsibilities of individuals
- K3 the importance of developing good working relationships with others
- K4 who should be informed of problems in working relationships
- K5 the grievance and disciplinary procedures that are available
- K6 how to report problems in working relationships that cannot be resolved
- K7 the organisational procedure for obtaining the work schedule
- K8 the appropriate information systems that should be used
- K9 who needs information, and for what purpose
- K10 the procedures for exchanging different types of information dependant on department
- K11 the importance of sharing information with colleagues
- K12 the consequences of exchanging inaccurate or incomplete information
- K13 the benefits of having good relationships with customers
- K14 the benefits of keeping skills and knowledge up to date, both for themselves and for the organisation
- K15 the opportunities for self development

Developed by	Proskills
Version number	1
Date approved	October 2013
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	Proskills
Original URN	PROMP997
Relevant occupations	Originators compositors and print preps; Printers; Screen printers; Printing machine minders and assistants; Bookbinders and print finishers; Graphic designers
Suite	Machine Printing; Print Administration
Key words	machines; printing; lithographic; equipment; flexographic; operate; maintain; inks; coatings;