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## Overview

This Standard is about working effectively with people from other organisations. These could include, but is not restricted to, associates, suppliers, contractors, other utilities, local authorities, representatives from statutory bodies or the emergency services.

It includes communicating information, agreeing actions, responding to reasonable requests, carrying out any activities you have committed to, dealing with problems and recording interactions.

This Standard is for anyone who works in the utilities sector.

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## Performance criteria

*You must be able to:*

1. communicate with people from other organisations using accepted communication channels in line with organisational procedures
2. communicate information that will be useful to people from other organisations and benefit your organisation at appropriate times
3. agree actions or activities with people from other organisations that support work in your area of responsibility
4. carry out actions or activities for people from other organisations that you have committed to within agreed timescales
5. respond to reasonable requests from people from other organisations in a constructive way and at appropriate times
6. co-operate with people from other organisations to find effective ways to deal with work problems
7. deal with problems with people from other organisations in line with organisational procedures
8. refer unresolved matters that could result in breakdown of working relationships to appropriate people
9. record interactions with people from other organisations in organisational information systems in accordance with operational and organisational requirements
10. use and store data about interactions with people from other organisations in line with organisational procedures and legislation

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## Knowledge and understanding

*You need to know and understand:*

1. the remit of your organisation and how the work of your organisation fits into the industry as a whole
2. the role of the other organisations with whom you are working and how they fit within the sector
3. the types of other organisations that you need to work with including contractors, associates, other utilities, local authorities, representatives from statutory organisations, emergency services
4. the roles of people from other organisations that you need to work with including tradespeople, advisors, compliance officers
5. the image of the organisation and how your behavior at work can impact on that image
6. how to deal with people from other organisations in a manner which promotes good will
7. how to deal with groups and individuals with diverse roles and responsibilities
8. how to deal people from other organisations in different business environments
9. how to recognise and deal with problems effecting working relationships
10. how to resolve problems that are affecting productivity and the achievement of work goals
11. the lines of communications to be followed when communicating information to people from other organisations
12. methods of communication including, oral, written and electronic and when they are appropriate
13. who to refer unresolved issues to
14. documentation to use when communicating information to individuals and groups

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<b>Developed by</b>	Energy & Utility Skills
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<b>Date Approved</b>	December 2018
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<b>Validity</b>	Current
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<b>Status</b>	Original
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<b>Originating Organisation</b>	Energy and Utility Skills
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<b>Original URN</b>	EUSMUNC03
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<b>Relevant Occupations</b>	Construction, planning and the built environment; Utility Network Construction Operative; Utility Network Construction Supervisor
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<b>Suite</b>	Multi-Utility Network Construction
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<b>Keywords</b>	maintain, utilities, utility, network, construction, water, gas
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