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## Overview

This standard is about developing a professional network in the Tram and Tramway environment. It is about making connections that will benefit you in your role and personally while you develop your career. You should know and understand the benefits of a professional network and how to balance your networking activities with your work activities. You will also know and understand strategies for developing a professional network as well as ways in which you can evaluate its effectiveness.

This standard is for those who work in the Tram and Tramway environment at supervisor/technician level.

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## Performance criteria

### You must be able to:

- P1 identify opportunities to develop a professional network in the Tram and Tramway environment
- P2 respond to requests from a professional network, without disrupting your own work
- P3 establish the boundaries of confidentiality in line with your organisation's requirements
- P4 share information that is relevant to your work activities and promotes understanding across a range of **audiences**
- P5 evaluate the effectiveness of a professional network within your own area of responsibility

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## Knowledge and understanding

### You need to know and understand:

- K1 the **benefits** of a professional network to yourself and your organisation
- K2 your organisation's **policies, procedures and guidelines** relating to networking activities
- K3 how to balance networking activities with your own workload
- K4 the types of **strategies** for developing a professional network
- K5 the **methods and techniques** that could be used to enhance networking opportunities

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### Scope/range related to performance criteria

P4 **Audiences** may include; colleagues, manufactures, designers, suppliers, contactors, other departments, senior personnel, professional experts, retired professionals.

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### Scope/range related to knowledge and understanding

K1 **Benefits** may include; developing new ideas and work around solutions, providing/receiving advice and support, verifying information, building on best practice, sharing information, increasing reputation, staying up to date with new technology, finding solutions, aiding career development.

K2 **Policies, procedures and guidelines** may include those relating to; confidentiality, out of hours working, use of mobile phones on site.

K4 **Strategies** may include; social networking (linkedin, twitter), attending events (product launch, conference, training day), joining a group/membership organisation, sharing information.

K5 **Methods and techniques** may include; using interpersonal skills (positive body language, choice of words, empathising), using influencing skills (presenting ideas, building consensus, involving others, building trust), acknowledging, supporting and encouraging others, avoiding being negative and dismissive of others' ideas.

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## Glossary

### **Tram**

Tramcars, tram vehicle, and any other rail vehicles that operate on tramways. It includes one or more trams coupled together and includes non-passenger-carrying vehicles.

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### **Tramway environment**

Includes the tramway (a set of rails, switches and crossings which form the route of a Tram) , infrastructure (fixed assets used for the running of the Tram transport system, including, the tramway, bridges, tunnels, stops, stations and fixed equipment for signalling, communications and electrification), depots, stabling yards.

### **Professional network**

Includes those who have connected for career and business reasons.

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Develop a professional network in the Tram and Tramway environment



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