
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.

This standard is for you if you work within print administration and your job requires you to improve effectiveness of the print organisation.

Performance criteria

You must be able to:

1. interact with people in a way that maintains good working relationships
2. resolve problems in working relationships following standard operating procedures
3. identify and describe different methods of communication used in the workplace
4. bring to the attention of colleagues' information that might have an immediate effect on production
5. carry out requests from colleagues or customers without holding up production
6. refer requests that cannot be met, in accordance with organisational procedures
7. communicate with colleagues using the form of communication most suited to the situation
8. check that information provided to colleagues contains sufficient detail to meet their requirements
9. identify opportunities for self-development

Knowledge and understanding

You need to know and understand:

1. the personnel structure within the company
2. the roles and responsibilities of individuals
3. the importance of developing good working relationships with others
4. who should be informed of problems in working relationships
5. the grievance and disciplinary procedures that are available
6. how to report problems in working relationships that cannot be resolved
7. the organisational procedure for obtaining the work schedule
8. the information systems that should be used
9. who needs information, and for what purpose
10. the procedures for exchanging different types of information dependant on department
11. the importance of sharing information with colleagues
12. the consequences of exchanging incomplete information
13. the benefits of having good relationships with customers
14. the benefits of keeping skills and knowledge up to date, both for themselves and for the organisation
15. the opportunities for self-development

PROMP997L

Improve the effectiveness of the print organisation through good communication with others LEGACY



Developed by	Improve
Version Number	3
Date Approved	30 Mar 2020
Indicative Review Date	30 Mar 2025
Validity	Legacy
Status	Original
Originating Organisation	Proskills
Original URN	GQAMP997
Relevant Occupations	Printing Machine Minders and Assistants, Printing Trades
Suite	Machine Printing, Post Press, Pre Press
Keywords	machines; printing; lithographic; equipment; flexographic; operate; maintain; inks; coatings;