

Unit 302

Develop productive working relationships with colleagues (MSC D1) (HSL2)

Level: 3
NDAQ number: M/501/0428
Credit value: 9
GLH: 27

Unit aims

This unit is about developing working relationships with colleagues; within your own organisation and within other organisations that are productive in terms of supporting and delivering your work and that of the overall organisation. 'Colleagues' are any people you are expected to work with, whether they are in a similar position or in other positions.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will be able to:

1. Develop productive working relationships with colleagues
2. Use appropriate behaviours for developing productive working relationships with colleagues
3. Know and understand how to develop productive working relationships with colleagues using general knowledge
4. Know and understand how to develop productive working relationships with colleagues using industry and sector specific knowledge
5. Know and understand how to develop productive working relationships with colleagues using context specific knowledge

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st the Sector Skills Council for Hospitality and by the Management Standards Centre

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Learning outcomes and assessment criteria

Outcome 1 Develop productive working relationships with colleagues

The learner can:

1. Establish working relationships with all colleagues who are relevant to the work being carried out
2. Recognise, agree and respect the roles and responsibilities of colleagues
3. Understand and take account of the priorities, expectations and authority of colleagues in decisions and actions
4. Fulfil agreements made with colleagues and let them know
5. Advise colleagues promptly of any difficulties or where it will be impossible to fulfil agreements
6. Identify and sort out conflicts of interest and disagreements with colleagues in ways that minimise damage to the work being carried out
7. Exchange information and resources with colleagues to make sure that all parties can work effectively
8. Provide feedback to colleagues on their performance and seek feedback from colleagues on your own performance in order to identify areas for improvement

Outcome 2 Use appropriate behaviours for developing productive working relationships with colleagues

The learner can:

9. Present information clearly, concisely, accurately and in ways that promote understanding
10. Demonstrate that they seek to understand people's needs and motivations
11. Demonstrate that they make time available to support others
12. Demonstrate that they clearly agree what is expected of others and hold them to account
13. Demonstrate that they know how to work to develop an atmosphere of professionalism and mutual support
14. Demonstrate model behaviour that shows respect, helpfulness and co-operation
15. Demonstrate that they keep promises and honour commitments
16. Consider the impact of their own actions on others
17. Say no to unreasonable requests
18. Demonstrate that they show respect for the views and actions of others

Outcome 3 Know and understand how to develop productive working relationships with colleagues using general knowledge

The learner can:

- K1. Understand the benefits of developing productive working relationships with colleagues
- K2. Understand the principles of effective communication and how to apply them in order to communicate effectively with colleagues
- K3. Know how to identify disagreements with colleagues and the techniques for sorting them out

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Learning outcomes and assessment criteria

- K4. Know how to identify conflicts of interest with colleagues and the measures that can be used to manage or remove them
- K5. Know how to take account of diversity issues when developing working relationships with colleagues
- K6. Know the importance of exchanging information and resources with colleagues
- K7. Know how to get and make use of feedback on your performance from colleagues
- K8. Know how to provide colleagues with useful feedback on their performance

Outcome 4 Know and understand how to develop productive working relationships with colleagues using industry and sector specific knowledge

The learner can:

- K9. Know about regulations and codes of practice that apply in the industry or sector
- K10. Know about standards of behaviour and performance in the industry or sector
- K11. Know about the working culture of the industry or sector

Outcome 5 Know and understand how to develop productive working relationships with colleagues using context specific knowledge

The learner can

- K12. Identify current and future work being carried out
- K13. Identify colleagues who are relevant to the work being carried out, their work roles and responsibilities
- K14. Identify processes within the organisation for making decisions
- K15. Identify line management responsibilities and relationships within the organisation
- K16. Practise the organisation's values and culture
- K17. Identify influence, politics and power within the organisation
- K18. Adhere to standards of behaviour and performance expected in the organisation
- K19. Identify information and resources that different colleagues might need
- K20. Reach agreements with colleagues

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Evidence requirements

Evidence of outcomes: Possible examples of evidence	Learning outcome 1	Learning outcome 2	Learning outcome 3	Learning outcome 4	Learning outcome 5
Records of activities and agreements with work colleagues that you have completed successfully:	1, 2, 3, 4 5, 8				
<ul style="list-style-type: none"> Notes, minutes or other records of formal and informal meetings with colleagues relating to agreements for action by you and your performance in relation to these agreements 		9,10,11,12 13,14,15, 16 17,18	K1, K2,K3, K4, K5, K6, K7, K8	K9, K10, K11	K12, K13, K14, K15, K16, K17, K18, K19, K20
<ul style="list-style-type: none"> Emails, memos and other correspondence with colleagues relating to actions you have agreed to undertake and your performance in relation to these agreements 		9,10,11,12 13,14,15, 16 17,18	K1, K2, K3, K4, K5, K6	K9, K10, K11	K12, K13, K14, K15, K16, K17, K18, K19, K20
<ul style="list-style-type: none"> Personal statements (reflections on the nature and effectiveness of your relationships with work colleagues and your fulfilment of your commitments to them) 		13,14,15,16 17,18	K1, K2, K3, K4, K5, K6, K7	K9, K10, K11	K12, K13, K14, K15, K16, K17, K18, K19
<ul style="list-style-type: none"> Witness statements (comments by colleagues on the nature and effectiveness of your relationships with them and your fulfilment of your commitments to them) 		9,10,11,12 14, 15, 18	-	-	-
Records of relationship difficulties or conflicts at work that you have successfully addressed and feedback you have given and received:	1, 2, 3, 5 6, 7, 8				
<ul style="list-style-type: none"> Notes, minutes or other records of formal and informal meetings with colleagues relating to relationship difficulties or conflict 		9,10,12,13 14,15,16 17,18	K1, K2, K3, K4 K5, K6, K7	K9, K10, K11	K12, K13, K14, K15, K16, K17, K18, K19, K20
<ul style="list-style-type: none"> Emails, memos and other correspondence with colleagues relating to relationship difficulties or conflict 		9,10,12,13 14,15,16 17,18	K1, K2, K3, K4 K5	K9, K10, K11	K12, K13, K14, K15, K16, K17, K18, K19, K20