

SFJHD1

Develop productive working relationships with colleagues



Overview

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 which you are expected to work with, whether they are at a similar position or in other positions.

For the purposes of this unit, 'organisation' can mean a self-contained entity such as an agency, a private sector company, a charity or a local authority, or a significant operating unit, with a relative degree of autonomy, within a larger organisation.

There is one element

- 1 Develop productive working relationships with colleagues

Target Group

This unit is recommended for team leaders and first line managers.

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Performance criteria

You must be able to:

- P1 establish working relationships with all colleagues who are relevant to the work being carried out
- P2 recognise, agree and respect the roles and responsibilities of colleagues
- P3 understand and take account of the priorities, expectations, and authority of colleagues in decisions and actions
- P4 fulfil agreements made with colleagues and let them know
- P5 advise colleagues promptly of any difficulties, or where it will be impossible to fulfil agreements
- P6 identify and sort out conflicts of interest and disagreements with colleagues in ways that minimise damage to the work being carried out
- P7 exchange information and resources with colleagues to make sure that all parties can work effectively
- P8 provide feedback to colleagues on their performance and seek feedback from colleagues on your own performance in order to identify areas for improvement
- P9 present information clearly, concisely, accurately and in ways that promote understanding
- P10 seek to understand people's needs and motivations
- P11 make time available to support others
- P12 agree clearly what is expected of others and hold them to account
- P13 work to develop an atmosphere of professionalism and mutual support
- P14 model behaviour that shows respect, helpfulness and co-operation
- P15 keep promises and honour commitments
- P16 consider the impact of your own actions on others
- P17 say no to unreasonable requests
- P18 show respect for the view and actions of others

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Knowledge and understanding

You need to know and understand:

- K1 the benefits of developing productive working relationships with colleagues
- K2 principles of effective communication and how to apply them in order to communicate effectively with colleagues
- K3 how to identify disagreements with colleagues and the techniques for sorting them out
- K4 how to identify conflicts of interest with colleagues and the measures that can be used to manage or remove them
- K5 how to take account of diversity issues when developing working relationships with colleagues
- K6 the importance of exchanging information and resources with colleagues
- K7 how to obtain and make use of feedback on your performance from colleagues
- K8 how to provide colleagues with useful feedback on their performance

Justice sector specific knowledge and understanding

You need to know and understand:

- K9 regulations and codes of practice that apply in the sector
- K10 standards of behaviour and performance in the sector
- K11 working culture of the sector

Context specific knowledge and understanding

You need to know and understand:

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

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Additional Information

Links to external NOS

This unit is imported from the Management Standards Centre (MSC) suite of standards.

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