

SKAA311

Develop productive working relationships with colleagues and stakeholders



Overview

This unit is about developing productive working relationships with colleagues, within your own organisation and within other organisations with which your organisation works, and with identified stakeholders.

It involves being aware of the roles, responsibilities, interests and concerns of colleagues and stakeholders and working with and supporting them in various ways. The need to monitor and review the effectiveness of working relationships with colleagues and stakeholders is also a key requirement of this unit.

The unit is recommended for middle and senior managers operating in Expeditions.

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Performance criteria

You must be able to:

- P1 identify stakeholders and the background to and nature of their interest in the activities and performance of the organisation
- P2 establish working relationships with relevant colleagues and stakeholders
- P3 recognise and respect the roles, responsibilities, interests and concerns of colleagues and stakeholders
- P4 provide colleagues and stakeholders with appropriate information to enable them to perform effectively
- P5 consult colleagues and stakeholders in relation to key decisions and activities and take account of their views, including their priorities, expectations and attitudes to potential risks
- P6 fulfil agreements made with colleagues and stakeholders and let them know
- P7 advise colleagues and stakeholders promptly of any difficulties or where it will be impossible to fulfil agreements
- P8 identify and sort out conflicts of interest and disagreements with colleagues and stakeholders in ways that minimise damage to work and activities and to the individuals and organisations involved
- P9 monitor and review the effectiveness of working relationships with colleagues and stakeholders, seeking and providing feedback, in order to identify areas for improvement
- P10 monitor wider developments in order to identify issues of potential interest or concern to stakeholders in the future and to identify new stakeholders

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 the benefits of developing productive working relationships with colleagues and stakeholders
- K2 different types of stakeholder and key principles which underpin the 'stakeholder' concept
- K3 how to identify your organisation's stakeholders, including background information and the nature of their interest in your organisation
- K4 principles of effective communication and how to apply them in order to communicate effectively with colleagues and stakeholders
- K5 why it is important to recognise and respect the roles, responsibilities, interests and concerns of colleagues and stakeholders
- K6 how to identify and meet the information needs of colleagues and stakeholders
- K7 what information it is appropriate to provide to colleagues and stakeholders and the factors that need to be taken into consideration
- K8 how to consult with colleagues and stakeholders in relation to key decisions and activities
- K9 the importance of taking account, and being seen to take account, of the views of colleagues and stakeholders, particularly in relation to their priorities, expectations and attitudes to potential risks
- K10 why communication with colleagues and stakeholders on fulfilment of agreements or any problems affecting or preventing fulfilment is important
- K11 how to identify conflicts of interest with colleagues and stakeholders and the techniques that can be used to manage or remove them
- K12 how to identify disagreements with colleagues and stakeholders and the techniques for sorting them out
- K13 the damage which conflicts of interest and disagreements with colleagues and stakeholders can cause to individuals and organisations
- K14 how to take account of diversity issues when developing working relationships with colleagues and stakeholders
- K15 how to recognise and take account of political issues when dealing with colleagues and stakeholders
- K16 how to manage the expectations of colleagues and stakeholders
- K17 how to monitor and review the effectiveness of working relationships with colleagues and stakeholders
- K18 how to get and make effective use of feedback on the effectiveness of working relationships from colleagues and stakeholders
- K19 how to provide colleagues and stakeholders with useful feedback on the

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effectiveness of working relationships

- K20 the importance of monitoring wider developments in relation to stakeholders and how to do so effectively

You need to know and understand:

Industry/sector specific knowledge and understanding

- K21 current and emerging political, economic, social, technological, environmental and legal developments in the industry or sector
- K22 sector-specific legislation, regulations, guidelines and codes of practice
- K23 standards of behaviour and performance in the industry or sector
- K24 the culture of the industry or sector
- K25 developments, issues and concerns of importance to stakeholders in the industry or sector

You need to know and understand:

Context specific knowledge and understanding

- K26 the vision, values, objectives, plans, structure and culture of your organisation
- K27 relevant colleagues, their work roles and responsibilities
- K28 identified stakeholders, their background and interest in the activities and performance of the organisation
- K29 agreements with colleagues and stakeholders
- K30 the identified information needs of colleagues and stakeholders
- K31 mechanisms for consulting with colleagues and stakeholders on key decisions and activities
- K32 the organisation's planning and decision making processes
- K33 mechanisms for communicating with colleagues and stakeholders
- K34 power, influence and politics within the organisation
- K35 standards of behaviour and performance that are expected in the organisation
- K36 mechanisms in place for monitoring and reviewing the effectiveness of working relationships with colleagues and stakeholders

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Additional Information

Skills

Listed below are the main generic 'skills' which need to be applied in developing productive working relationships with colleagues and stakeholders. These skills are explicit/implicit in the detailed content of the unit and are listed here as additional information.

1. Communicating
2. Information management
3. Managing conflict
4. Consulting
5. Reviewing
6. Presenting information
7. Prioritising
8. Empathising
9. Networking
10. Balancing competing needs and interest
11. Monitoring
12. Providing feedback
13. Obtaining feedback
14. Problem solving
15. Leadership
16. Valuing and supporting others
17. Problem solving

Behaviours

1. You present information clearly, concisely, accurately and in ways that promote understanding
2. You show respect for the views and actions of others
3. You seek to understand people's needs and motivations
4. You comply with and ensure others comply with legal requirements, industry regulations, organisational policies and professional codes.
5. You create a sense of common purpose
6. You work towards win-win solutions
7. You show sensitivity to internal and external politics that impact on your area of work
8. You keep promises and honour commitments
9. You consider the impact of your own actions on others
10. You use communication styles that are appropriate to different people and situations
11. You work to develop an atmosphere of professionalism and mutual support

Glossary

Colleagues

Are any people you are expected to work with, whether they are at a similar

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position or in other positions in terms of level of responsibility

Stakeholder

Refers to individuals or organisations that have a material, legal or political interest in or who may be affected by the activities and performance of your organisation

Links to other NOS

This unit links to SKAA321 Provide learning opportunities for colleagues, SKAA322 Provide leadership in your area of responsibility and SKAA332 Build and manage teams in the suite of National Occupational Standards for Expedition Leadership & Management.

This unit is the same as Unit D2 from the Management Standards Centre's suite of National Occupational Standards.

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