

## U15802

## Develop personal performance and maintain working relationships

## Unit Descriptor:

This unit sets the standard for maintaining working relationships. The first element is about your personal performance within the workplace. This relates to achieving certain targets and finishing specific tasks. It also relates to the quality of your work. You will need to discuss your work with an appropriate person.

The second element is about working effectively with other people. This includes communicating clearly, co-operating with others, and helping to improve working practices. You may work closely within a team, or spend a significant amount of time working alone.

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

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|--|---|
| 1. Maintain and develop personal performance | 1.1 Carry out your work in accordance with your responsibilities and organisational requirements                                  |
|  | 1.2 Seek advice from the appropriate person if clarification is required concerning specific tasks.                               |
|  | 1.3 Agree <b>personal performance</b> targets with the appropriate person.  |
|  | 1.4 Agree your development needs and methods of meeting these needs with the appropriate person.                                  |
|  | 1.5 Develop your <b>personal performance</b> according to your agreed targets, development needs and organisational requirements. |
|  | 1.6 Review <b>personal performance</b> with the appropriate person at suitable intervals.   |

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|---|--|
| 2. Establish and maintain working relationships with others | 2.1 Establish and maintain effective working relationships with <b>others</b> .                            |
|   | 2.2 Discuss opportunities to improve working practices with the appropriate person.                        |
|   | 2.3 Carry out activities requiring co-operation with <b>others</b> in accordance with required procedures. |
|   | 2.4 Deal with any disagreements effectively in an appropriate way.   |
|   | 2.5 Communicate with <b>others</b> in a way which promotes effective working relationships.                |

### **RANGE STATEMENT**

*You must cover the items below:*

#### **Element 1: Maintain and develop personal performance**

A. Maintain and **develop personal performance** with regard to:

- (i) working to targets and completing specific tasks
- (ii) quality of work

#### **Element 2: Establish and maintain working relationships with others**

A. Establish and maintain effective working relationships with the following **others**:

- (i) colleagues
- (ii) supervisors and managers
- (iii) persons external to the team, department or organisation

**UNDERPINNING KNOWLEDGE AND SKILLS**

1. The tasks and activities for which you are responsible.
2. The limits of your responsibility in relations to specific tasks and activities.
3. From whom you should obtain advice in relation to specific tasks and activities.
4. The correct procedures for obtaining advice.
5. The risks involved in not obtaining advice where you are unclear about specific tasks and activities.
6. How to determine and agree development needs and personal targets.
7. The reasons why personal performance should be reviewed.
8. The reasons why good working relationships are important.
9. The ways in which good working relationships can be maintained.
10. Changes in working practices and why these should be supported.
11. Methods of working effectively with others.
12. Methods of dealing with disagreements within the workplace.
13. Your levels of responsibility in relations to dealing with disagreements.
14. Methods of communicating effectively.
15. The reasons why effective communication is important.

**EVIDENCE GUIDE**

*For assessment purposes:*

**(1) Critical Aspects of Evidence**

Assessment should involve observation of how you maintain working relationships. You must be observed achieving certain targets and finishing specific tasks. The quality of your work will be assessed and you must be able to work effectively with other people. You must show that you can communicate clearly, while co-operating with others and helping to improve working practices. You will be observed working within a team or working alone.

In demonstrating competence in developing personal performance and maintain working relationships you are required to:

- A. Maintain and **develop personal performance** with regards to:
  - (i) working to targets and completing specific tasks
  - (ii) quality of work

B. Establish and maintain effective working relationships with the following **others**:

- (i) colleagues
- (ii) supervisors and managers
- (iii) persons external to the team, department or organization

### **(2) Methods of Assessment**

Observation by your assessor of you:

- carrying out your work in accordance with your responsibilities and organisational requirements
- seeking advice from the appropriate person if clarification is required concerning specific tasks
- agreeing **personal performance** targets with the appropriate person
- reviewing **personal performance** with the appropriate person at suitable intervals
- establishing and maintaining effective working relationships with **others**
- carrying out activities requiring co-operation with **others** in accordance with required procedures
- dealing with any disagreements effectively in an appropriate way
- communicating with **others** in a way which promotes effective working relationships.

Witness testimony from Supervisors and Managers.

Answers to written or oral questions from your assessor.

### **(3) Context of Assessment**

Where simulations are used to generate performance evidence, these should properly reflect the requirements of real working methods.