

Unit A/650/0122

Develop and sustain productive working relationships with colleagues and stakeholders

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Understand how to work with colleagues and stakeholders	1.1 Summarise the principles of effective communication with colleagues and stakeholders 1.2 Explain why it is important to recognise and respect the roles, responsibilities, interests and concerns of colleagues and stakeholders 1.3 Explain the importance of taking account of the views of colleagues and stakeholders, particularly in relation to their priorities, expectations and attitudes to potential risks 1.4 Explain why communication with colleagues and stakeholders on fulfilment of agreements is important
2. Understand how to monitor and review relationships with colleagues and stakeholders	2.1 Explain how to monitor and evaluate the effectiveness of working relationships with colleagues and stakeholders 2.2 Describe how to obtain and use feedback on the effectiveness of working relationships from colleagues and stakeholders 2.3 Explain how to provide colleagues and stakeholders with feedback on the effectiveness of working relationships 2.4 Summarise the importance of monitoring wider developments in relation to stakeholders 2.5 Explain how to effectively monitor wider developments in relation to stakeholders
3. Understand how to deal with conflict of interest in relation to colleagues and stakeholders	3.1 Explain how to manage the expectations of colleagues and stakeholders 3.2 Describe the types of conflict that may occur with colleagues and stakeholders 3.3 Explain the damage which conflicts of interest and disagreements with colleagues and stakeholders can cause to individuals and organisations 3.4 Evaluate different techniques for conflict resolution with colleagues and stakeholders
4. Be able to establish and monitor working relationships with colleagues and stakeholders	4.1 Identify key stakeholders for own area of responsibility 4.2 Evaluate the key stakeholders' interest in the activities and performance of the organisation

- 4.3 Establish working relationships with relevant colleagues and stakeholders
- 4.4 Monitor the effectiveness of working relationships with colleagues and stakeholders
- 4.5 Review working relationships with colleagues and stakeholders, seeking and providing feedback, in order to identify areas for improvement
- 4.6 Monitor wider developments in order to identify issues of potential interest or concern to stakeholders in the future
- 5. Be able to work with colleagues and stakeholders
 - 5.1 Provide colleagues and stakeholders with appropriate information to enable them to perform effectively
 - 5.2 Consult colleagues and stakeholders in relation to key decisions and activities
 - 5.3 Take account of colleagues' and stakeholders' views, including their priorities, expectations and attitudes to potential risks
 - 5.4 Fulfil agreements made with colleagues and stakeholders, keeping them informed of progress
 - 5.5 Advise colleagues and stakeholders promptly of any difficulties or where it will be impossible to fulfil agreements
 - 5.6 Resolve conflicts of interest and disagreements with colleagues and stakeholders to minimise damage to work and activities and to those involved

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.