

Overview

This standard covers the competence required to build effective working relations with colleagues. It is about liaising with and developing professional working relationships with colleagues in own organisation and with third party organisations, which supports and delivers own work and that of the overall organisation.

Target Group

This standard applies to port workers

There are 2 elements in this standard:

- Develop productive working relationships with colleagues (PCs 1-6)
- Liaise and develop professional working relationships with third parties (PCs 7-14)

Performance criteria

You must be able to:

Develop productive working relationships with colleagues

1. establish working relationships with all colleagues who are relevant to the work being carried out 2. take account of the priorities, expectations, and authority of colleagues in decisions and actions 3. fulfil agreements made with colleagues 4. advise colleagues of any difficulties or where it will be impossible to fulfil agreements 5. identify potential conflicts of interest and possible disagreements with colleagues in ways that minimise damage to the work being carried out and demonstrate how they would resolve them 6. identify the type of information that might need to be exchanged and how this impacts on working relationships 7. identify the third parties and the nature of their interest in the activities and performance of own organisation 8. establish working relationships with relevant colleagues within third party organisations 9. recognise and respect the roles and responsibilities of colleagues within third party organisations 10. provide colleagues in third parties with appropriate information to enable them to perform effectively 11. fulfil agreements made with colleagues in third parties 12. advise colleagues in third parties of any difficulties or where it will not be possible to fulfil agreements 13. identify and sort out conflicts of interest and disagreements with colleagues in third parties in ways that minimise damage to working relations, referring any conflicts which are outside your level of responsibility 14. monitor and review the effectiveness of working relationships with colleagues in third parties, seeking and providing feedback, in order to identify areas for improvement

Knowledge and understanding

You need to know and understand:

1. the benefits of developing productive working relationships with colleagues and third parties
2. the principles of effective communication and how to apply them in order to communicate effectively with colleagues and third parties
3. how to identify disagreements with colleagues and third parties and the techniques for resolving them
4. how to identify conflicts of interest with colleagues and third parties and the measures that can be used to manage or remove them
5. how to take account of diversity issues when developing working relationships with colleagues and third parties
6. the importance of exchanging information and resources with colleagues and third parties
7. how to get and make use of feedback on your performance from colleagues and third parties
8. how to provide useful feedback on the performance of colleagues and third parties
9. the regulations and codes of practice that apply in the ports industry
10. the standards of behaviour and performance in the ports industry
11. the working culture of the ports industry
12. the processes within the organisation for making decisions
13. the line management responsibilities and relationships within the organisation
14. the organisation's values and culture
15. the standards of behaviour and performance expected in the organisation
16. the information and resources that different colleagues and third parties might need
17. the agreements with colleagues and third parties

Build effective working relations with colleagues

Developed by Port Skills & Safety

Version Number 3

Date Approved 01 Dec 2020

Indicative Review Date 01 Dec 2025

Validity Current

Status Original

Originating Organisation Port Skills and Safety

Original URN PSSPO113

Relevant Occupations Port Operations

Suite Port Operations

Keywords ports, port operations, cargo, loading, unloading
