

# PSSSPO111

## Manage personal professional development and working relationships



### Overview

This standard covers the competence required to manage own resources and professional development. It is about managing personal resources and professional development in order to achieve work objectives and career and personal goals. It is necessary to have an understanding of own work role and how it fits into the overall vision and objectives of the organisation, whilst also understanding what is driving you in terms of values, career and wider personal aspirations. An essential part of this standard is identifying and addressing gaps in skills and knowledge.

This unit is about managing your personal resources (particularly knowledge, understanding, skills experience and time) and your professional development in order to achieve your work objectives and your career and personal goals. This standard also covers the competence required to build effective working relationships with colleagues. It deals with supporting and delivering own work and that of the overall organisation by developing relationships with colleagues that are supportive within your own team and organisation. It is also about liaising with and developing professional working relationships with third party organisations that the organisation works with. The need to monitor and review the effectiveness of the working relationships is also a key requirement of this unit.

### Target Group

This standard applies to all supervisors and other first line managers.

There are 3 elements in this standard:

1. Manage own resources and professional development
2. Develop productive working relationships with colleagues
3. Liaise and develop professional working relationships with third parties

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### Performance criteria

#### Manage own resources and professional development

*You must be able to:*

- P1 evaluate, at appropriate intervals, the current and future requirements of own work-role taking account of the vision and objectives of the organisation
- P2 consider own values and own career and personal goals and identify information which is relevant to own work role and professional development
- P3 discuss and agree personal work objectives with line manager and how progress will be measured
- P4 identify the learning styles which work best for you and ensure that these are taken into account in identifying and undertaking development activities
- P5 identify any gaps between the current and future requirements of own work-role and current knowledge, understanding and skills
- P6 discuss and agree, with those you report to, a development plan to address any identified gaps of current knowledge, understanding and skills
- P7 undertake the activities identified in own development plan and evaluate their contribution to own performance
- P8 review and update own personal work objectives and development plan in the light of performance, any development activities undertaken and any wider changes
- P9 obtain regular and useful feedback on own performance from those who are in a good position to judge it and provide objective and valid feedback
- P10 ensure that own performance consistently meets or goes beyond agreed requirements

#### Develop productive working relationships with colleagues

*You must be able to:*

- P11 establish working relationships with all colleagues who are relevant to the work being carried out
- P12 recognise, agree and respect the roles and responsibilities of colleagues
- P13 understand and take account of the priorities, expectations, and authority of colleagues in decisions and actions
- P14 fulfil agreements made with colleagues
- P15 advise colleagues of any difficulties or where it will be impossible to fulfil agreements
- P16 identify and sort out conflicts of interest and disagreements with colleagues in ways that minimise damage to the work being carried out

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- P17 exchange information and resources with colleagues to make sure that all parties can work effectively
- P18 provide feedback to colleagues on their performance and seek feedback from colleagues on own performance in order to identify areas of improvement

### **Liaise and develop professional working relationships with third parties**

*You must be able to:*

- P19 identify the third parties and the nature of their interest in the activities and performance of own organisation
- P20 establish working relationships with relevant colleagues within the third parties
- P21 recognise and respect the roles and responsibilities of colleagues within the third parties
- P22 provide colleagues in third parties with appropriate information to enable them to perform effectively
- P23 fulfil agreements made with colleagues in third parties
- P24 advise colleagues in third parties promptly of any difficulties or where it will be impossible to fulfil agreements
- P25 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 correctly which are outside own level of responsibility
- P26 monitor and review the effectiveness of working relationships with colleagues in third parties, seeking and providing feedback, in order to identify areas for improvement

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### Knowledge and understanding

*You need to know and understand:*

- K1 the legal responsibilities for maintaining own and others' health, safety and security in your workplace
- K2 the health and safety requirements placed upon the individual and the organisation by current legislation, directions and bye-laws, relevant to own area of operations
- K3 the principle types of hazard and risk likely to be found in own area of operations
- K4 the precautions appropriate for minimising hazards and risks in own area of operations
- K5 the benefits of developing productive working relationships with colleagues in own organisation and with colleagues in third parties
- K6 the principles of effective communication and how to apply them in order to communicate effectively with colleagues
- K7 how to identify disagreements with colleagues and the techniques for sorting them out
- K8 how to identify conflicts of interest with colleagues and the measures that can be used to manage or remove them
- K9 how to take account of diversity issues when developing working relationships with colleagues
- K10 the importance of exchanging information and resources with colleagues
- K11 how to get and make use of feedback on your performance from colleagues
- K12 how to provide colleagues with useful feedback on their performance
- K13 the regulations and codes of practice that apply in the ports industry
- K14 the standards of behaviour and performance in the ports industry
- K15 the working culture of the ports industry
- K16 colleagues who are relevant to the work being carried out, their work roles and responsibilities
- K17 the processes within the organisation for making decisions
- K18 line management responsibilities and relationships within the organisation
- K19 the organisation's values and culture
- K20 the power, influence and politics within the organisation
- K21 the standards of behaviour and performance expected in own organisation
- K22 the information and resources that different colleagues might need
- K23 why it is important to recognise and respect the roles and responsibilities of colleagues within third party organisations
- K24 how to identify and meet the information needs of colleagues in third

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- party organisations
- K25 what information it is appropriate to provide to colleagues within third party organisations and the factors that need to be taken into consideration
- K26 how to identify disagreements with colleagues in third party organisations and the techniques for sorting them out
- K27 the role of the principal third parties with which ports deal
- K28 developments, issues and concerns of importance to third party organisations relevant to own areas of responsibility
- K29 the relevant colleagues within the third parties, their work roles and responsibilities
- K30 agreements with the third party organisations relevant to own organisation
- K31 methods for communicating with colleagues in third party organisations

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### Additional Information

#### External Links

This standard is applicable to the management of own resources and professional development, the development of productive working relationships with colleagues and liaising and developing professional working relationships with third parties.

The performance criteria, knowledge and understanding requirements are related to the individual's own organisation, job role and area of operations. This includes but is not limited to the individual's immediate place of work. It extends to areas, operations and persons that may be impacted upon by the individual's activity in the workplace.

The performance criteria, knowledge and understanding requirements are specific to the: regulations, industry and other guidance recognised by the individual's employer, employing organisation's objectives, policies, procedures, and working practices; that relate to the elements covered in this standard.

The performance criteria, knowledge and understanding requirements are specific to the individual's own level of authority and responsibility.

Ports and the activities which take place there vary. Employers and any other duty holders must comply with the legal duties imposed on them by health and safety legislation, including the Health and Safety at Work Act 1974. This will also involve careful and continuing risk assessments to enable duty holders to plan, implement, manage and review policies and procedures which address the risks associated with the conduct of their business. The statutory duty of the employee to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to cooperate with the employer with regard to the employer's health and safety duties, are an essential part of this standard.

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