|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title: | | **Understanding and developing relationships in the workplace** | | |
| Level: | | **3** | | |
| Credit value: | | **2** | | |
| Unit guided learning hours | | **8** | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand the needs and/or expectations of others | | | 1.1  1.2 | Identify and examine the needs and/or expectations of customers, colleagues, key stakeholders and relevant others in the workplace  Explain the importance of knowing what customers, colleagues, key stakeholders and relevant others in the workplace require |
| 1. Know how to meet the needs and/or expectations of others | | | 2.1  2.2 | Determine ways of meeting the needs and/or expectations of customers, colleagues, key stakeholders and relevant others in the workplace within organisational constraints  Explain ways of checking that the needs and/or expectations of others have been met |
| 1. Know how to manage relationships where it is not possible to meet the needs and/or expectations of others | | | 3.1 | Describe ways of dealing with difficult situations where it is not possible to meet the needs and/or expectations of others within organisational guidelines and constraints |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To develop knowledge and understanding of managing and developing relationships in the workplace. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to Facilities Management 2008 NOS: FM302 | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | | Asset Skills | |
| Equivalencies agreed for the unit (if required) | | | M3.45 - Managing and developing relationships in the workplace | |
| Location of the unit within the subject/sector classification system | | | 15.3 – Business Management | |
| **Additional Guidance about the Unit** | | | | |
| **Indicative Content:** | | | | |
| 1 | * Explanation of stakeholders and stakeholder analysis * Identify ways of determining the needs and/or expectations of customers, colleagues, key stakeholders and relevant others in the workplace (for example surveys, interviews, focus-groups, feedback, suggestion boxes, comment cards) * Ways of examining/validating that identified needs and/or expectations are relevant and managed * The benefits of knowing what relevant others require | | | |
| 2 | * Ways of meeting the needs and/or expectations of relevant others (active and effective listening, clear, accurate and relevant communication; understanding of their environment/situation, progress reporting, feeding back, timely delivery of the correct requirement) * Principles of effective communication * Ways of checking that the needs and/or expectations have been met (for example feedback, surveys, mystery shop, meetings, complaints and compliments, internal records) | | | |
| 3 | * The importance of establishing trust and confidence * Ways of managing relationships where it is not possible to meet the needs and/or expectations of others (for example good communication, possible alternative solutions, possible future alternatives, informing superiors, clear explanation as to why it is not possible to meet the needs and/or expectations, building trust and confidence by being open, honest and transparent, being willing to listen, exploring all options and giving a clear rationale, politeness and courtesy, being customer focussed) * Principles of effective communication * Basic knowledge of negotiation and consultation skills * Basic knowledge of conflict management and problem solving | | | |