

Unit Title:	Develop And Sustain Productive Working Relationships With Colleagues And Stakeholders
Unit Level:	Level 3
Unit Credit Value:	4
GLH:	16
LASER Unit Code:	WJH967
Ofqual Unit Code:	L/651/3819

This unit has 5 learning outcomes.

Learning Outcome (The Learner will):		Assessment Criteria (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 Guidance:

This unit is about developing and sustaining productive working relationships with stakeholders. These include colleagues within the learner's own organisation, people within other organisations with which their organisation works and other external stakeholders.

Additional Information:

During delivery and assessment of this unit, it is expected that the below criteria are considered where possible.

Equality, diversity and inclusion (Equality Act 2010)

It is anticipated that organisations will have procedures and guidelines for their safety staff to follow that will satisfy the following requirements as a minimum:

- different physical needs.
- different cultural needs.
- language needs.
- beliefs.

Safety, security and service

It is expected that all services carried out at spectator events and crowded places are done so in line with the below measures:

- **Safety measures:** any measure designed and implemented with the primary aim of protecting the health and well-being of all client groups who attend or participate in events.
- **Security measures:** any measure designed and implemented with the primary aim of preventing, reducing the risk and/or responding to any criminal or unlawful activity or disorder committed in connection with events.
- **Service measures:** any measure designed and implemented with the primary aim of making all client groups feel comfortable, appreciated and welcome when attending events.

UK terrorism threat levels

It is expected that senior stewards, safety officers and similar staff holding overall responsibility for the safety and security of events will be familiar with the current UK terrorism threat levels.

The threat level indicates the likelihood of a terrorist attack in the UK.

The level is set by the Joint Terrorism Analysis Centre and the Security Service (MI5). Threat levels do not have an expiry date, but they can change at any time as different information becomes available to security agents.

Information on the most up to date levels can be found on this link:

<https://www.gov.uk/terrorism-national-emergency>