

Develop and maintain professional working relationships

Overview

This standard is about developing and maintaining professional working relationships by communicating information and offering advice about work activities. It is also about clarifying and resolving conflicts of opinion to maintain goodwill

This standard is for people working in the occupational area of site inspection and can be used by technicians, supervisors and managers

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Performance criteria

You must be able to:

Develop and maintain professional relationships with people

- P1 develop, maintain and encourage professional **relationships**
- P2 **inform people** about **work activities** and priorities
- P3 **offer advice** and help to **stakeholders** about **work activities** and priorities
- P4 inform **stakeholders** of proposals for actions
- P5 clarify with **stakeholders** objections to proposals and suggest alternatives
- P6 resolve conflicts and differences of opinion in ways which minimise offence and which maintain **goodwill, trust** and respect
- P7 present relevant **information** at meetings clearly and concisely
- P8 present your opinions and the interests of those you are representing in a convincing way, providing evidence to support your case, if required
- P9 articulate any issues and problems emerging from discussions and propose and evaluate possible solutions

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Knowledge and understanding

You need to know and understand:

Develop and maintain professional relationships with people

- K1 how to maintain and encourage professional **relationships** (application)
- K2 how and why to develop professional **relationships** (synthesis)
- K3 how and why to resolve conflicts and differences of opinion in ways which minimise offence, and maintain **goodwill, trust** and respect (synthesis)
- K4 how and when to **present** proposals for action to **stakeholders** (application)
- K5 how to **clarify** with **stakeholders** objections to proposals (application)
- K6 how and why to suggest alternative proposals (synthesis)
- K7 how to **inform people** about **work activities** and priorities (application)
- K8 how and why to **offer advice** and help **stakeholders** about **work activities** (synthesis)
- K9 the importance of presenting relevant **information** and opinions at the meeting clearly and concisely, and how to do so
- K10 the types and sources of **information** relevant for the meeting
- K11 how to present your opinions and the interests of those you are representing in a convincing way
- K12 industry/sector requirements for participating in meetings
- K13 the importance of identifying and articulating any issues and problems emerging from discussions, and how to contribute to resolving them

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Scope/range

Develop and maintain relationships with people who are affected by your work

1 Professional relationships:

- 1.1 formal
- 1.2 informal

2 Stakeholders

- 2.1 clients and customers
- 2.2 employers
- 2.3 employees
- 2.4 statutory and regulatory bodies
- 2.5 users and community groups
- 2.6 contractors
- 2.7 consultants
- 2.8 partners
- 2.9 general public
- 2.10 suppliers of products and services

3 Goodwill and trust:

- 3.1 demonstrating a duty of care
- 3.2 ethical relationships
- 3.3 professional independence
- 3.4 honouring promises and undertakings
- 3.5 honest relationships
- 3.6 constructive relationships
- 3.7 equal opportunities

4 Informing, offering advice, presenting and clarifying:

- 4.1 orally
- 4.2 in writing
- 4.3 using graphics
- 4.4 electronically

5 Work activities:

- 5.1 progress
- 5.2 results
- 5.3 achievements
- 5.4 emerging threats
- 5.5 risks
- 5.6 opportunities

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