Open Awards Qualification Unit

This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Developing Productive Working Relationships
Unit Reference Number:	Y/618/2494
Level:	3
Credit Value:	3
Minimum GLH:	22

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the importance of developing productive working relationships with colleagues	1.1 Discuss the benefits of developing productive working relationships with colleagues
	1.2 Explain the importance of creating an environment of trust and mutual respect with colleagues
	1.4 Explain the relevant organisational policies and procedures, in relation to developing productive working relationships, that relate to: a) health, safety and security b) wellbeing c) legal requirements d) equality and diversity, and inclusion e) operating requirements
2 Understand the role of effective communications in developing productive working relationships	2.1 Discuss the principles of effective communication with colleagues
	2.2 Explain the importance of feedback on own performance given by colleagues
	2.3 Discuss the best practice for providing feedback to colleagues on their performance

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3	Understand the causes and effects of conflict on productive working relationships	3.1	Explain the types of behaviour and actions which can indicate that there is potential for conflict
		3.2	Describe factors which can lead to conflict and determine likely causes of conflict
		3.3	Discuss how conflict can impact productive working relationships
4	Understand the principles and techniques of conflict management resolution	4.1	Explain how a problem-solving planned approach can overcome the instinctive (fight, flight, freeze) reactions
		4.2	Describe informal and formal methods for conflict resolution and steps which the manager could take to resolve the situation
		4.3	Outline the stages to be followed when attempting to resolve a dispute without recourse to outside mediation

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