OCR
Oxford Cambridge and RSA

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| **Unit Title:** | **Develop working relationships with colleagues** |
| OCR unit number: | 6 |
| Level: | 2 |
| Credit value: | 3 |
| Guided learning hours: | 19 |
| Unit reference number: | R/506/1789 |

## Unit aim and purpose

This unit aims to develop the knowledge and skills required to develop working relationships with colleagues, and introduces learners to the key principles underpinning effective team working. Upon completion of this unit, learners will be able to maintain effective working relationships with colleagues and work collaboratively to resolve problems.

| Learning Outcomes | Assessment Criteria | Additional Guidance |
|---|---|---|
| **The Learner will:**<br>1 Understand the principles of effective team working | **The Learner can:**<br>1.1 Outline the benefits of effective team working<br>1.2 Describe how to give feedback constructively<br>1.3 Explain **conflict** management **techniques** that may be used to resolve team conflicts<br>1.4 Explain the importance of giving team members the opportunity to discuss work progress and any issues arising<br>1.5 Explain the importance of warning colleagues of problems and changes that may affect them | **Conflict management techniques** may include:<br>• Forcing<br>• Win-win – collaborating<br>• Compromising<br>• Withdrawing<br>• Smoothing |
| 2 Be able to maintain effective working relationships with colleagues | 2.1 Recognise the contribution of colleagues to the achievement of team objectives<br>2.2 Treat colleagues with respect, fairness and courtesy<br>2.3 Fulfil agreements made with colleagues<br>2.4 Provide support and constructive feedback to colleagues | 360° appraisals and witness testimonies could be used to evidence the assessment criteria, as could case histories. |

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| Learning Outcomes | Assessment Criteria | Additional Guidance |
|---|---|---|
| 3 Be able to collaborate with colleagues to resolve problems | 3.1 Take others' viewpoints into account when making decisions<br>3.2 Take ownership of problems within own level of authority<br>3.3 Take action to minimise disruption to business activities within their own level of authority<br>3.4 Resolve problems within their own level of authority and agreed contribution | |

## Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

## Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

## National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

| Occupational standards | Unit number | Title |
|---|---|---|
| Management & Leadership (2012) National Occupational Standards: | CFAM&LDD1 | • Develop and sustain productive working relationships with colleagues |

## Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .


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