
Overview

This NOS is about maintaining good working relationships with all colleagues in the working environment by using effective communication and support skills.

Performance criteria

You must be able to:

1. contribute to team working by initiating ideas and co-operating with colleagues
2. respond promptly and willingly to requests for assistance from colleagues which fall within the limits of your own job responsibilities and capabilities
3. refer colleagues to the relevant person(s) where requests fall outside your responsibility and capability
4. give colleagues sufficient, accurate information and support to meet their work needs
5. make requests for assistance to colleagues clearly and courteously
6. use methods of communication which meet the needs of colleagues
7. treat colleagues in a way which shows respect for their views and opinions and promotes goodwill
8. make and keep achievable commitments to colleagues
9. inform colleagues promptly of any problems or information likely to affect their own work

Knowledge and understanding

You need to know and understand:

1. your own and your colleague's job role and limits of responsibility for giving advice and support
2. the operational constraints which may affect interaction with colleagues
3. lines of communication within your workplace
4. how to use suitable and effective communication skills when responding to and interacting with others
5. how to adapt communication methods to satisfy the needs of colleagues
6. how to report problems using appropriate methods of communication
7. the importance of developing positive working relationships with colleagues – the effect on morale, productivity, and company image
8. the importance of acknowledging other peoples' views and opinions
9. the importance of making and honouring realistic commitments to colleagues
10. the implications of inappropriate communication

Scope/range

1. Colleagues are:
 - a. immediate work colleagues
 - b. supervisors and managers

2. Requests for assistance covering:
 - a. technical assistance
 - b. personal assistance

3. Motor Vehicle could include:
 - a. Light Vehicles
 - b. Heavy Vehicles/Commercial Vehicles
 - c. Motorcycles
 - d. Lift Trucks
 - e. Heavy Vehicle Trailers
 - f. Caravan and Motorhomes

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Validity Current

Status Original

Originating Organisation IMI

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Relevant Occupations Accident Repair Technicians; Automotive Aftermarket Electrical Enhancement Technician (Automotive); Auto and Mobile Installation Technicians; Auto-electrical Technician (Automotive); Automotive Paint Supervisor; Automotive Paint Technician; Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Body Repair and Alignment Technician (Automotive); Body Repair Technician (Automotive); Caravan and Motorhome Diagnostic Technician (Automotive); Caravan and Motorhome Service Technician (Automotive); Caravans and Motorhomes Diagnostic Technician (Automotive); Caravans and Motorhomes Service Technician (Automotive); Cosmetic Senior Refinishing Technician (Automotive); Cosmetic Refinishing Technician (Automotive); Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Service Technician (Automotive); Heavy Vehicle Trailer Diagnostic Technician (Automotive); Heavy Vehicle Trailer Fleet/Service Manager (Automotive); Heavy Vehicle Trailer Master Technician (Automotive); Heavy Vehicle Trailer Service Technician (Automotive); Lift Truck Service Technician (Automotive); Lift Truck Trailer Diagnostic Technician (Automotive);

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Lift Truck Trailer Master Technician (Automotive); Lift Truck Workshop Controller ; Light Vehicle Diagnostic Technician (Automotive); Light Vehicle Fleet/Service Manager (Automotive); Light Vehicle Master Technician (Automotive); Light Vehicle Service Technician (Automotive); Maintenance and Repair Technicians; Mechanical, Electrical and Trim Technician (Automotive); Mechanical, Electrical and Trim Assistant Technician (Automotive); Motor Repair and Rewind Electrician; Motor Vehicle Valeting (Automotive); Motorcycle Diagnostic Technician; Motorcycle Fleet/Service Manager (Automotive); Motorcycle Master Technician (Automotive); Motorcycle Service Technician; Motorsport Technician; PDR Senior Technician (Automotive); PDR Technician (Automotive); Rental and Leasing Customer Service Advisor (Automotive); Rental and Leasing Maintenance Advisors (Automotive); Rental and Leasing Technical Service Advisor (Automotive); Roadside Assistance Manager; Roadside Assistance Operator; Roadside Assistance Operators; Roadside Assistance Senior Operator; Roadside Assistance Senior Technician; Roadside Assistance Technician; Sales Executive (Automotive); Sales Controller (Automotive); Tyre exhaust and windscreen fitters ; Tyre Fitting Operations (Automotive); Vehicle Damage Assessment Operators; Vehicle Damage Assessor (Automotive); Vehicle Fitters; Vehicle Fitting Operations (Automotive); Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor; Vehicle Recovery Operators; Vehicle Recovery Operator; Vehicle Recovery Technical Operator; Vehicle Valet (Automotive)

Suite

2010 Incremental change to the NOS in Interpreting; Accident Repair - Body; Accident Repair - Joining; Accident Repair - Mechanical, Electrical and Trim; Accident Repair - Paint; Accident Repair - SMART - Cosmetic; Accident Repair - SMART - PDR; Auto Electrical and Mobile Electrical Installation; Automotive Glazing; Maintenance and Repair - Caravans and Motorhomes; Maintenance and Repair - Heavy Vehicle; Maintenance and Repair - Heavy Vehicle Trailer; Maintenance and Repair - Lift Truck; Maintenance and Repair - Light Vehicle; Maintenance and Repair - Motorcycle; Roadside Assistance; Vehicle Damage Assessment Operations; Vehicle Fitting; Vehicle Sales v3; Vehicle Recovery; Vehicle Parts Operations

Keywords

Maintain Working Relationships, Motor Vehicle Environment
