
Overview

This standard 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*

- P1. contribute to team working by initiating ideas and co-operating with **colleagues**
- P2. respond promptly and willingly to **requests for assistance** from **colleagues** which fall within the limits of your own job responsibilities and capabilities
- P3. refer **colleagues** to the relevant person(s) where requests fall outside your responsibility and capability
- P4. give **colleagues** sufficient, accurate information and support to meet their work needs
- P5. make **requests for assistance** to **colleagues** clearly and courteously
- P6. use methods of communication which meet the needs of **colleagues**
- P7. treat **colleagues** in a way which shows respect for their views and opinions and promotes goodwill
- P8. make and keep achievable commitments to **colleagues**
- P9. inform **colleagues** promptly of any problems or information likely to affect their own work

Knowledge and understanding

You need to know and understand:

- K1 your own and your colleague's job role and limits of responsibility for giving advice and support
- K2 the operational constraints which may affect interaction with **colleagues**
- K3 lines of communication within your workplace
- K4 how to use suitable and effective communication skills when responding to and interacting with others
- K5 how to adapt communication methods to satisfy the needs of **colleagues**
- K6 how to report problems using appropriate methods of communication
- K7 the importance of developing positive working relationships with **colleagues** – the effect on morale, productivity, and company image
- K8 the importance of acknowledging other peoples' views and opinions
- K9 the importance of making and honouring realistic commitments to **colleagues**
- K10 the implications of inappropriate communication

Scope/range

1. **Colleagues** are:
 - 1.1. immediate work colleagues
 - 1.2. supervisors and managers

2. **Requests for assistance** covering:
 - 2.1. technical assistance
 - 2.2. personal assistance

3. **Motor vehicle** could include:
 - 3.1. light vehicles
 - 3.2. heavy goods and public service vehicles
 - 3.3. motorcycles
 - 3.4. lift trucks
 - 3.5. heavy vehicle trailers
 - 3.6. caravan and motorhomes

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Relevant occupations	Accident Repair Technicians; Automotive Aftermarket Electrical Enhancement Technician (Automotive); Auto-electrical Technician (Automotive); Auto and Mobile Installation Technicians; 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 Refinishing Technician (Automotive); Cosmetic Senior 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); 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; Maintenance
 Team Technician; Maintenance Fitter; Mechanical Fitter;
 Mechanical Maintenance Technician; Mechanical Supervisor;
 Mechanical, Electrical and Trim Assistant Technician (Automotive);
 Mechanical, Electrical and Trim 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 Fitting Operations (Automotive); Tyre
 exhaust and windscreen fitters ; 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 Operator; Vehicle Recovery Operators; Vehicle Recovery
 Technical Operator; Vehicle Sales Operators; Vehicle Trades;
 Vehicle Valet (Automotive); Vehicle Damage Assessor

Suite

Accident Repair - Body; Accident Repair - Joining; Accident Repair - Paint; Accident Repair - SMART - Cosmetic; Accident Repair - SMART - PDR; Accident Repair - Mechanical, Electrical and Trim; Body Building; 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; Auto Electrical and Mobile Electrical Installation; Roadside Assistance; Vehicle Damage Assessment Operations; Vehicle Fitting; Vehicle Parts Operations; Vehicle Recovery; Vehicle Sales v3; Vehicle Damage Assessor Operations

Key words

Maintain; working; relationships; motor; vehicle; environment