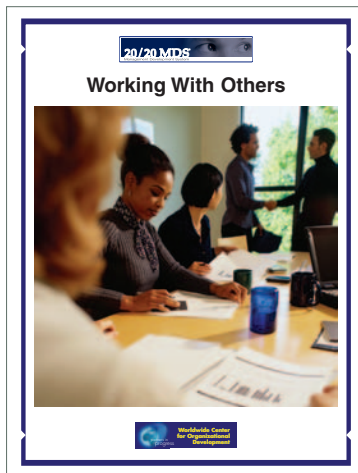


Working with Others

(Level A)



Underpinning Competencies

- Emotional Intelligence
- Listening and Organising
- Getting Unbiased Information
- Giving Clear Information

Linked Assessments (where applicable)

- Conflict Style Profile

This module is designed to help you to review and develop your relationships with the people with which you work, whether these are members of your team, more senior managers or other colleagues. You will be looking at the interpersonal skills which can help to promote good communication and more productive working relationships.

The first two sections of the module focus on some techniques for establishing constructive relationships with other people, including assertiveness and communication skills. It then explores how effective feedback can help you to create a healthy climate of communication. This can help individuals to learn about themselves, the effect their behaviour has on other people and how others perceive them. The final three sections examine some of the approaches that you may want to use if you have to deal with poor performance, conflict or other problems. You will therefore be looking at counselling skills, implementing grievance and disciplinary procedures and making positive use of conflict.

Objectives

At the end of this module you will be able to:

- establish constructive relationships with others
- develop relationships of trust with colleagues and team members by informing and consulting them about problems and proposals
- provide praise and constructive feedback to others in order to improve performance
- offer appropriate counselling to staff
- implement a grievance or disciplinary procedure
- manage conflict creatively.