

Develop and maintain effective working relationships

Overview

This standard covers the competences you need to develop and maintain effective working relationships in accordance with approved procedures and practices.

You will be required to demonstrate that your communications are clearly conveyed in a style and language appropriate to the situation and comply with approved procedures and practices in accordance with approved procedures.

This activity is likely to be undertaken by someone whose work role involves explosives work activities. This includes blasting personnel.

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Performance criteria

- You must be able to:*
- P1 work colleagues and associates are treated in a manner that promotes goodwill and maintains good working practices
 - P2 reasonable working requests are responded to positively and willingly
 - P3 where colleagues and associates appear to be in work related difficulties, appropriate support is offered or sought
 - P4 communications are clearly conveyed in a style and language appropriate to the situation and comply with approved procedures and practices
 - P5 exchange and recording of information is carried out in accordance with organizational procedures responses to personnel are courteous and in a manner appropriate to the situation
 - P6 problems and conditions outside the responsibility of the job holder are referred to an authorized person

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Knowledge and understanding

You need to know and understand:

- K1 health, safety and environmental and other statutory legislation, regulations and safe working practices and procedures governing explosives and their implications for your area of work
- K2 responsibility of and to work colleagues, associates and visitors in relation to the work activity
- K3 type and methods of communication involved with the work activity
- K4 procedures for exchange and recording of information

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