

[Unique Reference Number]

Maintain effective working relationships with colleagues in the Tram and Tramway environment



Overview

This standard is about maintaining effective working relationships with your colleagues in the Tram and Tramway environment whilst recognising the importance of equality, diversity and inclusion in the workplace. You should know and understand the effects of negative behaviour on working relationships and how you conduct and professionalism at work can support effective working relationships. This will include how you respond to colleagues and give help or information. If you agree to do something for a colleague, it should not negatively affect your own work. It should also be within the limits of your responsibility and you should do it within the agreed timescale. You should know how to get help to sort out any problems you have with working relationships with a colleague. You will also be able to make sure your behaviour, words and actions promote equality, diversity and inclusion. You should know and understand relevant statutory obligations and your organisation's policy on equality, diversity and inclusion.

This standard consists of two elements:

1. Maintain effective working relationships with your colleagues
2. Promote equality, diversity and inclusion in the workplace

This standard is for those who work in the Tram and Tramway environment.

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Performance criteria

You must be able to:

Maintain effective working relationships with your colleagues

- P1 maintain an environment of professionalism and support
- P2 behave towards colleagues in an **appropriate** and **polite** way
- P3 respond to requests from colleagues, without disrupting your own work
- P4 meet any undertakings you have given to colleagues in the agreed way and timescales
- P5 share information your colleagues that is relevant to the role
- P6 obtain help in situations where you have difficult working relationships with colleagues
- P7 deal with disagreements in way that effective working relationships are maintained

You must be able to:

Promote equality, diversity and inclusion in the workplace

- P8 behave in a way that promotes equality, diversity and inclusion in the workplace

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Knowledge and understanding

You need to know and understand:

Maintain effective working relationships with your colleagues

- K1 the importance of **effective working relationships** with colleagues
- K2 your organisation's policies, procedures and guidelines relating to behaviours and attitudes in the workplace
- K3 how to balance giving help to colleagues with your own workload
- K4 your organisation's procedures for dealing with, and discussing, difficulties in working relationships
- K5 the methods and techniques that could be used to sort out disagreements in the workplace

You need to know and understand:

Promote equality, diversity and inclusion in the workplace

- K6 the meaning of the terms: "equality, diversity and inclusion"
- K7 why equality, diversity and inclusion in the workplace is important
- K8 what can cause prejudice and discrimination in the workplace
- K9 your organisation's **policies and procedures** on equality, diversity and inclusion in the workplace
- K10 your responsibility regarding equality, diversity and inclusion in the workplace

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Additional Information

Scope related to performance criteria

P2 **Appropriate** may include; displaying the correct emotion, using appropriate body language, using interpersonal skills, personal presentation, positive attitude, using active listening techniques, using appropriate verbal language, avoid gossiping. **Polite** may include; using someone's name to address them, saying please and thank you, using full sentences, avoiding negative words.

Scope related to knowledge criteria

K1 **Effective working relationships** may include; answering questions, providing help and support, sharing information, being honest, recognising others' achievements, accepting responsibility, volunteering for tasks.
K16 Policies and procedures may include; those relating to legal and ethical requirements.

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Additional Information

Glossary

Colleague(s)

Colleague(s) include your co-workers, trainees, supervisors or managers, or someone who has a relationship with your organisation in order to help it provide its service, such as suppliers and contractors. They may also be known as internal customers.

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