

Overview

This standard covers the skills and knowledge needed to communicate and develop working relationships with colleagues and stakeholders, including managers, visitors, contractors and customers, to achieve organisational objectives.

This standard is relevant to spirits industry workers and remote-based workers.

Performance criteria

You must be able to:

1. develop working relationships by sharing and exchanging opinions and information with colleagues and stakeholders in accordance with organisational requirements
2. offer advice, information and support in accordance with organisational requirements
3. identify and resolve conflicts of interest and disagreements in ways that minimise impact on work activities and to the individuals involved within the limits of your authority
4. act upon requests within the limits of authority and in accordance with organisational requirements
5. communicate in accordance with organisational requirements
6. complete all records in accordance with organisational procedures

Knowledge and understanding

You need to know and understand:

1. how to develop working relationships with colleagues and stakeholders
2. the specified work schedules and practices and why they are important
3. the specified objectives of the company, site, self and colleagues
4. why it is important to establish and maintain relationships and what may happen if this is not done
5. the roles and responsibilities of self and others
6. what should be communicated, to whom and why it should be done
7. the reasons why it is important to share and exchange information and opinions and what may happen if this is not done
8. the specified grievance and disciplinary procedures in accordance with organisational requirements
9. the reason why it is important to refer unresolved difficulties to the relevant person
10. how to complete records in accordance with organisational requirements
11. the limits of your authority and the consequences of exceeding them

IMPDT2

Develop working relationships in the spirits industry



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