

Unit CU5 Develop personal performance and maintain working relationships

- **Element CU5.1 Maintain and develop personal performance**
- **Element CU5.2 Establish and maintain working relationships with others**

About this unit

This unit sets the standard for maintaining working relationships. The first element is about your personal performance within the workplace. This relates to achieving certain targets and finishing specific tasks. It also relates to the quality of your work.

The second element is about working effectively with other people. This includes communicating clearly, co-operating with others and helping to improve working practices. You may work closely within a team, or spend a significant amount of time working alone.

Element CU5.1 Maintain and develop personal performance

What you must be able to do:

1. carry out your work in accordance with your responsibilities and organisational requirements
2. seek advice from the appropriate person if clarification is required concerning specific tasks
3. agree **personal performance** targets with the appropriate person
4. agree your development needs and methods of meeting these needs with the appropriate person
5. develop your **personal performance** according to your agreed targets, development needs and organisational requirements
6. review **personal performance** with the appropriate person at suitable intervals

This standard covers:

A. personal performance:

- (i) working to targets and completing specific tasks
- (ii) quality of work

What you must know and understand:

- (a) the tasks and activities for which you are responsible
- (b) the limits of your responsibility in relation to specific tasks and activities
- (c) from whom you should obtain advice in relation to specific tasks and activities
- (d) the correct procedures for obtaining advice
- (e) the risks involved in not obtaining advice where you are unclear about specific
 - (i) tasks and activities
 - (f) how to determine and agree development needs and personal targets
 - (g) the reasons why personal performance should be reviewed

Element CU5.2 Establish and maintain working relationships with others

What you must be able to do:

1. establish and maintain effective working relationships with **others**
2. discuss opportunities to improve working practices with the appropriate person
3. carry out activities requiring co-operation with **others** in accordance with required procedures
4. deal with any disagreements/conflict effectively in an appropriate way
5. communicate with **others** in a way which supports effective working relationships

This standard covers:

A. others:

- (i) colleagues
- (ii) supervisors and managers
- (iii) persons external to the team, department or organisation
- (iv) people for whom English is not their first language.

What you must know and understand:

- (a) the reasons why good working relationships are important
- (b) the ways in which good working relationships can be maintained
- (c) changes in working practices and why these should be supported
- (d) methods of working effectively with others
- (e) methods for dealing with disagreements/conflict within the workplace
- (f) your levels of responsibility in relation to dealing with disagreements/conflict
- (g) methods of communicating effectively
- (h) the reasons why effective communication is important