

# **Unit 1: Principles of Building Respectful and Productive Working Relationships in Organisations**

**Unit reference number:** H/506/4454

**Level 4:** BTEC Professional

**Credit value:** 7

**Guided learning hours:** 23

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## **Unit aim**

This unit provides the learner with an understanding of the how to create a fair, supportive and rewarding working environment and the importance of communication in creating effective working relationships. The unit also provides an introduction to the practices of conflict resolution and conflict management in the workplace.

## **Unit introduction**

For any a manager it is vitally important to build respectful and productive working relationships with your colleagues, whether they are your peers or those who report to you. Often your success, and the success of the organisation as a whole, will depend on the quality of the working relationships you build with your colleagues.

In this unit you will learn the principles of communicating effectively in the workplace and how giving and receiving feedback helps to improve performance and increase the speed of learning as well as support the development of a positive open culture. You will explore the sources of conflict in the workplace and the strategies that can be used to resolve and manage conflict so that it is constructive rather than disruptive.

You will consider the importance of creating a fair and supportive working environment and how to do this while recognising the achievements of your colleagues or staff.

Staff wellbeing makes for a productive and happy workforce and you will explore what can be done to promote this and how the effectiveness of well-being initiatives such as healthcare, childcare, health education and caring for the work-life balance can be evaluated.

Finally, you will consider how organisations can create a learning and innovation culture through measures such as enhancing learning opportunities and reducing the blame culture, and why this is important for the future success of any organisation and its staff.

## Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

### On completion of this unit a learner should:

Learning outcomes	Assessment criteria
<p>1 Understand the use of communication in creating effective working relationships</p>	<p>1.1 Explain the principles of effective communications in the workplace</p> <p>1.2 Assess the impact of ineffective communications on working relationships and performance standards</p> <p>1.3 Explain the importance of giving and receiving constructive feedback to colleagues in the workplace.</p>
<p>2 Understand the practices of conflict resolution and conflict management in the workplace.</p>	<p>2.1 Analyse the sources of conflict in the workplace</p> <p>2.2 Compare the concepts of conflict resolution and conflict management</p> <p>2.3 Analyse techniques that may be used to manage and resolve conflict in the workplace</p>
<p>3 Understand how to create a fair, supportive and rewarding working environment</p>	<p>3.1 Assess the impact of Equality legislation on management practices</p> <p>3.2 Assess the value of diversity in the workplace</p> <p>3.3 Evaluate techniques for promoting equality and diversity in the work environment</p> <p>3.4 Evaluate different methods of recognising achievement in the work environment</p> <p>3.5 Explain the importance of recognising achievement in the work environment</p> <p>3.6 Describe qualitative information and quantitative data that can be used to evaluate staff wellbeing</p> <p>3.7 Evaluate initiatives that may be implemented to improve staff wellbeing</p>

Learning outcomes	Assessment criteria
	<p>3.8 Evaluate different methods of developing a learning and innovation culture in an organisation</p> <p>3.9 Assess the value of a learning and innovation culture to organisational performance</p>