

Golf Course Greenkeeper

UNIT 2

Establish and maintain effective working relationships with others

Overview

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to work effectively with others under minimal direction through clear communication and co-operation.

	Learner Outcomes		Assessment Criteria
	The learner will:		The learner can:
1	be able to maintain working relationships with others	1.1	identify opportunities to improve working practices with the appropriate person
		1.2	carry out activities requiring co-operation with others in accordance with required procedures
		1.3	communicate with others in a way which promotes effective working relationships
		1.4	keep others informed about work plans or activities which affect them
		1.5	seek assistance from others without causing undue disruption to normal work activities
		1.6	respond in a timely and positive way when others ask for help or information
2	know and understand why good working practices are important	2.1	state why good working relationships are important
		2.2	suggest ways in which good working relationships can be maintained
		2.3	state the methods of dealing with disagreements within the workplace
		2.4	describe own level of responsibility in relation to dealing with disagreements
		2.5	state why effective communication is important