**Assignment Task for Unit: Understanding and developing relationships in the workplace**

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| **Centre Number:** | **Centre Name:** | |
| **Learner Registration No:** | **Learner Name:** | |
| **TASK**  The purpose of this unit is to develop knowledge and understanding of developing relationships in the workplace.  The task requires you to show your awareness of the main concepts that apply to effective communication and understand the essential skills required to develop and maintain relationships at work.  **NOTE:**  *You may want to relate your answers to an organisation that you work in. If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacity.*  *You should plan to spend approximately 10 hours researching your workplace context, preparing for and writing or presenting the outcomes of this assignment for assessment. The 'nominal' word count for this assignment is 1000 words: the suggested range is between 800 and 1200 words.*  *Check your assignment carefully prior to submission using the assessment criteria.* | | |
| *Please use the sub-headings shown below when structuring your Assignment* | | Assessment Criteria |
| **The needs and/or expectations of others**  By considering the stakeholders in your organisation, describe what methods and tools may be used to determine their requirements.  Demonstrate why understanding of stakeholders’ requirements is important. You should give examples of ways in which you could ensure identified needs and/or expectations are both relevant and managed appropriately. | | * Identify and examine the needs and/or expectations of customers, colleagues, key stakeholders and relevant others in the workplace *(16 marks)* * Explain the importance of knowing what customers, colleagues, key stakeholders and relevant others in the workplace require *(16 marks)* |
| **Meeting the needs and/or expectations of others**  By reflecting on your learning, explain how to ensure you communicate effectively to meet the needs and/or expectations of others in the workplace. You should consider both the skills required and relevant processes.  Describe how the communication process may be monitored. You should give examples of methods you could use with a brief explanation. | | * Determine ways of meeting the needs and/or expectations of customers, colleagues, key stakeholders and relevant others in the workplace within organisational constraints *(20 marks)* * Explain ways of checking that the needs and/or expectations of others have been met *(20 marks)* |
| **Managing relationships**  Show that you understand the principles of effective communication and the skills required to build trust, manage relationships and resolve conflict. | | * Describe ways of dealing with difficult situations where it is not possible to meet the needs and/or expectations of others within organisational guidelines and constraints *(28 marks)* |
| **By submitting I confirm that this assignment is my own work** | | |