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

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| **Centre Number:** 010563 | **Centre Name:** Queen Mary University of London |
| **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.* GUIDANCE:* Complete your assignment on this document in the section below labelled “Your Assignment”
* Save your assignment with the following title **PD117 Assignment YI XX.XX.XXXX** (where YI is your initials and XX.XX.XXXX is the date of submission).
* You need to cover every element of each task to pass the assignment. When you have completed each task, re-read the instructions to check that you have done what’s required.
* Check your spelling, grammar and presentation; your work should be professionally presented
* It is very important that your assignment represents your own work, written in your own words. In returning this assignment, you are agreeing to have it processed by similarity detection software. This will highlight text found in your work which matches text found on the internet, in journals and books, and in other submitted assignments. If you are in any doubt about what you may or may not include in your assignment, please consult your course tutor before submission.
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| *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)*
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|  **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)*
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| **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)*
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| Your Assignment |
| **By submitting I confirm that this assignment is my own work** |
| Name |  | Date |  |