

Unit 414

Develop working relationships with stakeholders

UAN:	F/506/1982
Level:	4
Credit value:	4
GLH:	20
Relationship to NOS:	Management & Leadership (2012) National Occupational Standards: <ul style="list-style-type: none">• CFAM&LDD2 Develop and sustain productive working relationships with stakeholders
Assessment requirements specified by a sector or regulatory body:	Skills CFA Assessment Strategy Competence units (S/NVQ)
Aim:	This unit aims to develop the knowledge and skills required to develop working relationships with stakeholders. Upon completion of this unit, learners will have developed an understanding of working relationships with stakeholders and will be able to determine the scope for collaboration with stakeholders. Learners will also be able to develop productive working relationships with stakeholders and consequently evaluate stakeholder relationships.

Learning outcome
The learner will: 1. understand working relationships with stakeholders
Assessment criteria
The learner can: 1.1 analyse stakeholder mapping techniques 1.2 explain how influencing skills and techniques can be used to enhance the relationship with stakeholders 1.3 explain how expectation management and conflict resolution techniques are applied to stakeholder management 1.4 analyse the advantages and limitations of different types of stakeholder consultation 1.5 evaluate the risks and potential consequences of inadequate stakeholder consultation.

Learning outcome
The learner will: 2. be able to determine the scope for collaboration with stakeholders
Assessment criteria
The learner can: 2.1 identify the stakeholders with whom relationships should be developed 2.2 explain the roles, responsibilities, interests and concerns of stakeholders 2.3 evaluate business areas that would benefit from collaboration with stakeholders 2.4 evaluate the scope for and limitations of collaborating with different types of stakeholder.

Learning outcome
The learner will: 3. be able to develop productive working relationships with stakeholders
Assessment criteria
The learner can: 3.1 create a climate of mutual trust and respect by behaving openly and honestly 3.2 take account of the advice provided by stakeholders 3.3 minimise the potential for friction and conflict amongst stakeholder.

Learning outcome
The learner will: 4. be able to evaluate relationships with stakeholders
Assessment criteria
The learner can: 4.1 monitor relationships and developments with stakeholders 4.2 address changes that may have an effect on stakeholder relationships 4.3 recommend improvements based on analyses of the effectiveness of stakeholder relationships.