Unit Title:	**Develop working relationships with stakeholders**
OCR unit number:	22
Level:	4
Credit value:	4
Guided learning hours:	20
Unit reference number:	F/506/1982

Unit aim and purpose

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 Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand working relationships with stakeholders	**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	
2 Be able to determine the scope for collaboration with stakeholders	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	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	2.4 Evaluate the scope for and limitations of collaborating with different types of stakeholder	
3 Be able to develop productive working relationships with stakeholders	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 stakeholders	
4 Be able to evaluate relationships with stakeholders	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	

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Management & Leadership (2012) National Occupational Standards:	CFAM&LDD2	• Develop and sustain productive working relationships with stakeholders

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .

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