

LSIFL12

Communicate and liaise effectively with other agencies
or sectors



Overview

This standard is about working productively with other organisations or sectors to deliver Family Learning. This involves establishing joint agreements and strategies, including clear definition of roles and responsibilities.

**Performance
criteria**

- You must be able to:*
- P1 work with appropriate, relevant organisations to identify joint organisational aims, goals and objectives
 - P2 clarify roles and responsibilities with colleagues working across organisations
 - P3 follow protocols and established methods of communicating and sharing information
 - P4 facilitate contact between colleagues in different organisations
 - P5 recognise opportunities for future working and respond appropriately
 - P6 identify appropriate information to be shared with other organisations
 - P7 agree manageable timescales for sharing information
 - P8 ensure that information to be shared is clear and easily understandable, with specialist language clarified
 - P9 maintain security and confidentiality of information

Knowledge and understanding

You need to know and understand:

- K1 the importance of having protocols for working with other organisations and the key areas that such protocols should cover
- K2 the principles and methods of joint and multi-disciplinary working
- K3 the mechanisms in place for identifying future collaborative working opportunities
- K4 how to assess the risks of joint working and ways to minimise these
- K5 ways of developing joint strategies and plans to enable the achievement of agreed objectives
- K6 the importance of clarifying roles and responsibilities, including reporting mechanisms
- K7 areas of shared practice with other organisations
- K8 individuals in other organisations who are in a position to take joint work forward
- K9 the arrangements for on-going contact with colleagues in other organisations
- K10 the benefits of sharing knowledge and information with colleagues
- K11 the importance of recognising and valuing the different skills and expertise of colleagues in other organisations
- K12 how to approach colleagues in ways that promote their confidence and self-esteem, and the importance of this to effective working relationships
- K13 the importance of communicating regularly and formally with colleagues in other organisations
- K14 how to resolve conflicts constructively in ways that do not undermine confidence
- K15 arrangements for resolving any conflicts when working with other organisations

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