



Industrial Electrical Machines and Drives Servicing Level II Learning Guide-9

**Unit of Competence: - Maintain Effective
Relationship with Client/Customers**

**Module title: - Maintaining Effective
Relationship with Client/Customers**

LG Code: E EEL EMD2 M10 0919 LO3 –LG 9

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LO3: Work as a Team Member

This learning guide is developed to provide you the necessary information regarding the following learning outcome and content coverage

MODULE CONTENTS:

LO3: Work as a team member

- 3.1. Using Effective and Appropriate forms of Communications
- 3.2. Making Effective and Appropriate Contributions
- 3.3. Standard Operating Procedures
- 3.4. Team's Role and Objectives

-This guide will also assist you to attain the learning outcome and contents stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to:-

- 3.5. To use Effective and Appropriate forms of Communications
- 3.6. Making Effective and Appropriate Contributions
- 3.7. To Standardiz Operating Procedures

Team's Role and Objectives **Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the "Information Sheet 1".
3. Accomplish the "Self-check 1".
4. If you earned a satisfactory evaluation proceed to "Operation Sheet 1".

However, if your rating is unsatisfactory, see your teacher for further instructions or go back to learning Activity #1.

5. Submit your accomplished Self-check 1. This will form part of your training portfolio.
6. Do the "LAP test" (if you are ready) and show your output to your trainer.

- Your trainer will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your trainer shall advise you on additional work. But if satisfactory you can proceed to learning Guide 10.

Information Sheet – 1	Learning guide 9
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Introduction:

To have an effective interpersonal collaboration within the organization, the members of the team must understand the following domains:

Using Effective and Appropriate forms of Communications

Role Clarification

- Team functioning
- Patient/Client/ family/Community-Centered Care
- Collaborative leadership
- Inter-professional Communication
- Inter-professional Conflict resolution

Illustration



Making Effective and Appropriate Contributions

A. Workplace Context

Role Clarification

Practitioners understand their own role and the roles of those in other professions, and use this knowledge appropriately to establish and achieve patient/client/family and community goals.

To support inter-professional collaborative practice, practitioners are able to:

- describe their own role and that of others
- recognize and respect the diversity of other health and social care roles, responsibilities, and competencies
- perform their own roles in a culturally respectful way
- communicate roles, knowledge, skills, and attitudes using appropriate language
- access others' skills and knowledge appropriately through consultation
- consider the roles of others in determining their own professional and inter-professional roles
- integrate competencies/roles seamlessly into models of service delivery

Client/Family/Community Center

Practitioners seek out, integrate and value, as a partner, the input, and the engagement of the client/family/community in

designing and implementing

care/services. to support inter-professional collaborative practice that is client/family-center practitioners need to:

- support the participation of clients, their families, and/or community representatives as integral partners
- share information with clients (or family and community) in a respectful manner and in such a way that it is understandable, encourages discussion, and enhances participation in decision-making
- ensure that appropriate education and support is provided to clients, family members and others involved with care or service
- listen respectfully to the expressed needs of all parties in shaping and delivering care or services

Standard Operating Procedures

Team Functioning

Practitioners understand the principles of team work dynamics and group/team processes to enable effective inter-professional collaboration. To support inter-professional collaboration, practitioners are able to:

- understand the process of team development
- develop a set of principles for working together that respects the ethical values of members
- effectively facilitate discussions and interactions among team members participate, and be respectful of all members' participation, in collaborative decision-making
- regularly reflect on their functioning with team practitioners and clients/families

establish and maintain effective and healthy working relationships with practitioners, clients, and families, whether or not a formalized team exists

~~respect~~ team ethics, including confidentiality, resource allocation, and

Professionalism

Team's Role and Objectives

Collaborative Leadership

Practitioners understand and can apply leadership principles that support a collaborative practice model. This domain supports shared decision-making as well as leadership but it also implies continued individual accountability for one's own actions, responsibilities and roles as explicitly defined within one's professional/disciplinary scope of practice. To support inter-professional

collaborative practice, practitioners collaboratively determine who will provide group leadership in any given situation by supporting:

work with others to enable effective patient/client outcomes

advancement of interdependent working relationships among all participants

facilitation of effective team processes

facilitation of effective decision making

facilitation of effective decision making

establishment of a climate for collaborative practice among all participants

co-creation of a climate for shared leadership and collaborative practice

application of collaborative decision-making principles

integration of the principles of continuous quality improvement to work processes and outcomes

Everyone Plays a Role

For Team Members

Team members throughout the company are linked in a chain that ultimately serves the customer

Team members at all levels have information that will help colleagues perform their jobs or satisfy customers better

A good customer service reputation is the result of lots of small improvements in how everyone does their job and not one sudden transformation

By delivering great service you set a good example for other team members

For Team Managers

- Clearly communicate the organisation's and the team's strategy and priorities

Empower team members to be flexible in helping customers, such as by offering discounts to compensate mistakes or by agreeing unusually quick (but realistic) turnarounds for important customers on a deadline

- Ensure the lessons from customer complaints are communicated throughout the team so that products, processes and customer service can be improved
- Recognize and reward great customer service within the team
- Offer feedback and training when customer service levels fall short

B. Standard Operating Procedures

Inter-Professional Communication

Practitioners from different professions communicate with each other in a collaborative, responsive and responsible manner. To support inter-professional collaborative practice, practitioners are able to:

- establish team work communication principles
- actively listen to other team members including clients or families
- communicate to ensure common understanding of care decisions
- develop trusting relationships with patients/clients/families and other team members
- effectively use information and communication technology to improve inter-professional client and community centers.

Inter-Professional Conflict Resolution

Practitioners actively engage self and others, including the client/family, in positively and constructively addressing disagreements as they arise. To support inter-

	Procedure
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professional collaborative practice, team members consistently address conflict in a constructive manner by:

- valuing the potential positive nature of conflict
- recognizing the potential for conflict to occur and taking constructive steps to address it
- identifying common situations that are likely to lead to disagreements or conflicts, including role ambiguity, power gradients, and differences in goals
- knowing and understanding strategies to deal with conflict
- setting guidelines for addressing disagreements
- effectively working to address and resolve disagreements, including analyzing the causes of conflict and working to reach an acceptable solution
- establishing a safe environment in which to express diverse opinions
- developing a level of consensus among those with differing views; allowing all members to feel their viewpoints have been heard no matter what the outcome

Self test question

Direction: Arrange the following steps or procedure in chronological order by numbering.

Measuring Customer Satisfaction

	1. Present the results and improve customer service
	2. Develop a plan
	3. Turn customer feedback into useful information
	4. Ask for feedback – what to include
	5. Determine the best approach for assessing customer satisfaction

Purpose: To measure customer satisfaction

Equipment and Tools:

A4 paper

Ballpen

Conditions for the Operation:

1. You are given 1 hour to complete the task.
2. The students will grouped into five teams

Procedures:

1. Develop a measuring tool that will assess your performance in task 2 of Operation sheet 1.
2. Distribute the form that you develop to the four remaining groups and let them discuss their answer within their group.
3. Collect the forms
4. Identify your strengths and weakness during that activity
5. Device improvements to be done

Precautions:

1. During brainstorming, keep your voices down to avoid disturbing other classes.
2. Foul words are prohibited when performing the activity.