

PUB2 Work effectively with colleagues, publishing partners and suppliers

Overview	Knowledge & understanding	Performance criteria
<p>This Standard is about working effectively with other people in your team, other departments and supplier organisations, to realise your goals and objectives. It includes working relationships, effective team working, and communication skills. It could apply to internal colleagues, suppliers, authors, agents, contributors, or others such as external editors.</p> <p>It can be used in many contexts, including:</p> <ol style="list-style-type: none"> 1 ongoing liaison and buy-in between production, editorial, designers, authors, freelancers, and marketing and sales departments 2 collecting or providing costs and projections for commissioning 3 estimating costs for slicing and dicing content 4 identifying the need for online products 5 the contribution of data for metadata and bibliographies 6 specifying accessibility requirements or user testing 7 digital asset management 	<p>What you need to know</p> <p>K1 The different business functions in your organisation, and their roles and responsibilities in achieving the organisation's overall aims</p> <p>K2 Relevant people in your own department, other departments, supplier organisations or publishing partners, and their work roles and responsibilities</p> <p>K3 Your own, the supplier organisations' and publishing partners' planning and decision-making processes</p> <p>K4 The importance of considering, in your organisation's thinking and planning, the needs of publishing partners, authors, customers and end-users, including those who will be accessing your publications through access technology</p> <p>K5 The reasons for which there may be conflicts and misunderstandings between publishing partners, authors and customers</p> <p>K6 Your function's role in integrating the activities of an organisation towards achieving stakeholder satisfaction</p> <p>K7 The effect that over-promising to customers and publishing partners can have on internal relationships</p> <p>K8 Ways of consulting with colleagues, publishing partners and suppliers on key decisions and activities</p> <p>K9 How to communicate effectively with colleagues and suppliers in a variety of situations, different locations and countries</p> <p>K10 Why it is important to recognise and respect the roles, responsibilities, needs, motivations, interests and concerns of colleagues, publishing partners and suppliers</p> <p>K11 How to identify and supply the information needed by colleagues and suppliers</p>	<p>What you must be able to do</p> <p>P1 Create a sense of common purpose and mutual support in your dealings with others</p> <p>P2 Make decisions related to your work, considering how they will impact on others inside and outside the organisation</p> <p>P3 Show sensitivity to internal and external politics, and recognise and respect the roles, responsibilities and priorities of other people</p> <p>P4 Identify the people in your own department, other departments or external organisations, who will be affected by decisions and activities in your work</p> <p>P5 Present information, your requirements and your concerns at the appropriate time and in ways that promote understanding</p> <p>P6 Take account of others' views and concerns, including their priorities, expectations and attitudes</p> <p>P7 Identify and sort out conflicts of interest and disagreements with others, in ways that minimise damage to work activities, the people involved and the organisation</p> <p>P8 Keep promises, honour commitments and fulfil agreements made with suppliers, publishing partners and colleagues related to the timescale and quality required</p> <p>P9 Inform suppliers and colleagues promptly of any difficulties with carrying out agreed actions or meeting commitments, and agree alternative action with them</p> <p>P10 Monitor and review the effectiveness of working relationships with others, seeking and providing feedback, in order to identify areas for improvement</p>

	<p>K12 What information it is appropriate and inappropriate to provide to colleagues and suppliers, and which factors must be considered the factors that need to be taken into consideration</p> <p>K13 The affect that withholding key information can have on colleagues, publishing partners and suppliers, and on the quality of their work</p>	
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