



Further Education College Clerk Development and Training Programme Resource Pack

Module 4: Working Relationships Executive Summary

The **purpose** of this module is to explore a range of models, theories and practical techniques for managing relationships with other people in the college. The clerk has a key role to play in ensuring the governing body conducts its business efficiently, operates within its powers and follows procedures. Good working relationships are key to this.

Section 1 considers how effective group interaction, team-working and harmonious relationships are essential to the success of any organisation.

Section 2 examines the importance of communications. This section recognises that managing relationships and behaviours with professional detachment requires a high degree of self-awareness, skill and sensitivity in dealing with other people.

Sections 3 and 4 look at working with groups and teams and the importance of power, influence and politics.

Section 5 deals with managing self.