

**Productive
Working
Relationships**

The
Successful FM
ASTFM302

Knowledge

- Benefits
- Relationships
- Analysis
- Importance
- Information
- Consultancy
- Priorities
- Problems
- Conflicts

Success

- Colleagues
- Stakeholders
- Roles
- Responsibilities
- Interests
- Concerns
- Monitoring
- Review
- Effectiveness

Behaviours

- Communication
- Respect
- Understanding
- Collaboration
- Sharing
- Sensitivity
- Reliability
- Foresight
- Adaptability
- Professionalism

Performance

- Analyse
- Establish
- Respect
- Inform
- Consult
- Agree
- Notify
- Resolve
- Review
- Monitor