UKTTE01
Develop a professional network in the Tram and Tramway environment

	This standard is about developing a professional network in the Tram and Tramway environment whilst recognising the importance of building mutually beneficial relationships. It is about making connections that will benefit you in your role and personally while you develop your career. You should know and understand the benefits of a professional network and how to balance your networking activities with your work activities. You will also know and understand strategies for developing a professional network as well as ways in which you can evaluate its effectiveness.
	This standard is for those who work in the Tram and Tramway environment at supervisor/technician level.

UKTTE01
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Performance criteria

You must be able to:

P1   maintain an environment of professionalism and mutual support

P2   identify opportunities to develop a professional network

P3   respond to requests from a professional network, without disrupting your own work

P4   establish the boundaries of confidentiality in line with your organisation's requirements

P5   share information that is relevant to your work activities and promotes understanding across a range of **audiences**

P6   evaluate the effectiveness of a professional network

UKTTE01
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Knowledge and understanding

You need to know and understand:

K1 the **benefits** of a professional network to yourself and your organisation

K2 your organisation's **policies, procedures and guidelines** relating to networking activities

K3 how to balance networking activities with your own workload

K4 the **strategies** for developing a professional network

K5 the **methods and techniques** that could be used to enhance networking opportunities

UKTTE01
Develop a professional network in the Tram and Tramway environment

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Additional Information

P5   **Audiences** may include; colleagues, manufactures, designers, suppliers, contactors, other departments, senior personnel, professional experts, retired professionals.

K1   **Benefits** may include; developing new ideas and work around solutions, providing/receiving advice and support, verifying information, building on best practice, sharing information, increasing reputation, staying up to date with new technology, finding solutions, aiding career development.

K2   **Policies, procedures and guidelines** may include those relating to; confidentiality, out of hours working, use of mobile phones on site.

K4   **Strategies** may include; social networking (linkedin, twitter), attending events (product launch, conference, training day), joining a group/membership organisation, sharing information.

K5   **Methods and techniques** may include; using interpersonal skills (positive body language, choice of words, empathising), using influencing skills (presenting ideas, building consensus, involving others, building trust), acknowledging, supporting and encouraging others, avoiding being negative and dismissive of others' ideas.

UKTTE01
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Additional Information

Glossary

Tram

Tramcars, tram vehicle, and any other rail vehicles that operate on tramways. It includes one or more trams coupled together and includes non-passenger-carrying vehicles.

Tramway environment

Includes the tramway (a set of rails, switches and crossings which form the route of a Tram) , infrastructure (fixed assets used for the running of the Tram transport system, including, the tramway, bridges, tunnels, stops, stations and fixed equipment for signalling, communications and electrification), depots, stabling yards.

UKTTE01
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