



## **Q02 Knowledge Horse Care L1**

### **104 Maintain good working relations with others**

#### **1.1 Communicate effectively with others**

1. Why is good communication important when working on a yard?
2. How should you speak to other staff and learners?
3. What could happen if instructions are not listened to properly?
4. How can you show respect when communicating with others?
5. What should you do if you do not understand an instruction?

#### **1.2 Greet and assist visitors courteously**

1. How should you greet a visitor arriving at the yard?
2. Why is it important to be polite to visitors?
3. What should you do if a visitor asks for help?
4. Why should visitors be supervised around horses?
5. How can poor behaviour towards visitors affect the workplace?

#### **1.4 Seek advice and clarification if there are aspects of your work which are unclear**

1. Why is it important to ask questions if you are unsure?
2. Who could you ask for help on the yard?
3. Why should you ask before using unfamiliar equipment?
4. How can asking for advice help keep horses and people safe?
5. What should you do if you forget part of an instruction?