

ASTPC204

Support the work of a team and develop yourself



Overview

This unit is about working well as a member of a team, helping new and existing staff and developing yourself in the job you do, or getting ready for new responsibilities.

In supporting the work of a team you will need to maintain good relationships with others such as your line manager and other colleagues. In doing so you will develop yourself by learning from working with more experience colleagues; you can also develop yourself by taking part in training programmes.

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Performance criteria

You must be able to:

- P1 deal with requests from other people promptly
- P2 ask for help from other people when you need it
- P3 agree with other team members how to share work in a way that helps the team to work effectively
- P4 handle disagreements with other people in a way that does not harm the work of the team or the reputation of the organisation
- P5 report to your line manager disagreements with other people that you are not able to resolve
- P6 welcome new staff to the workplace and, where appropriate, show them all the facilities they need to know about
- P7 where appropriate, clearly explain to other team members the basic work routines and the procedures that apply to your workplace
- P8 within the limits of your own authority show new staff how to do any jobs they may not be familiar with
- P9 provide help to other members of the team as appropriate and within the limits of your job role
- P10 make constructive contributions to work-related discussions
- P11 ask for and use feedback on your performance from your line manager and other colleagues
- P12 take steps to develop yourself in partnership with your line manager

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Knowledge and understanding

You need to know and understand:

- K1 the importance of effective team work to yourself, your colleagues and the organisation you work for
- K2 the importance of dealing with requests from other members of staff promptly
- K3 types of information that other members of staff may need
- K4 types of help you may need from other members of staff and why it is important to ask for it promptly
- K5 how to share work with other members of the team to achieve better results
- K6 types of disagreements that could happen with other members of staff and why it is important that you do not let these disagreements harm the work of the team
- K7 why you should report to your line manager disagreements that you cannot handle
- K8 situations where you should report disagreements to a manager other than your line manager
- K9 why it is important to help new staff to settle in and what might happen if you do not
- K10 how to make new staff feel welcome
- K11 the basic work routines and procedures that apply to your workplace and how to explain them clearly to someone new
- K12 jobs that new members of staff might not be familiar with and how to show them how to carry these out
- K13 the limits of your own authority for helping and supporting staff
- K14 why it is important to encourage other staff to think about their jobs and the skills they have
- K15 what are constructive contributions to work-related discussions and why it is important to make them when appropriate
- K16 the importance of continuing to develop yourself in your job role
- K17 why it is important to ask for feedback from your line manager and colleagues on your performance and how to do this
- K18 how to use this feedback to develop yourself further
- K19 the career pathways and qualifications available within the sector

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