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### Overview

This standard is about working with other people to achieve team and organisational goals and objectives. It includes sharing work goals, objectives and feedback and working in a way that recognises the strengths of others within the team. It is for administrators who support other people to work in a business environment.

# CFABAG1211

## Support other people to work in a business environment

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### Performance criteria

- You must be able to:*
- P1 work in a way that supports your organisation's overall mission and your team's objectives
  - P2 welcome opportunities to work with other people to achieve positive outcomes
  - P3 follow policies, systems and procedures relevant to your job
  - P4 put your organisation's values into practice in all aspects of your work
  - P5 share work goals and plan work objectives together
  - P6 share feedback with others on the achievement of objectives
  - P7 contribute to improving objectives, policies, systems, procedures and values in a way that is consistent with your role
  - P8 seek guidance from others when you are unsure about objectives, policies, systems, procedures and values
  - P9 work in a way that recognises the strengths of others within a team
  - P10 provide support to members of a team
  - P11 show respect for individuals
  - P12 produce quality work on time
  - P13 work with outside organisations and individuals in a way that protects and improves the image of your organisation
  - P14 communicate with other people
  - P15 identify and refer problems and disagreements

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### Knowledge and understanding

*You need to know and understand:*

- K1 the sector in which your organisation operates
- K2 your organisation's mission and purpose
- K3 how your organisation compares to other organisations in the sector
- K4 your main responsibilities at work
- K5 how your role fits into your organisation's structure and contributes to its operation
- K6 the policies, procedures, systems and values of your organisation that are relevant to your role
- K7 how to apply your organisation's values and policies
- K8 the situations in which working with others can achieve positive outcomes
- K9 how to make use of feedback to improve the work of others and the work of the team as a whole
- K10 how you can help to improve policies, objectives, systems and values in a way that is consistent with your role
- K11 who you should consult if you are unsure about policies, objectives, systems and values
- K12 the purpose of acknowledging the strengths of others and of balancing your abilities with theirs
- K13 the situations in which team members might need support
- K14 the purpose of agreeing quality measures
- K15 different methods of communication and when to use them
- K16 how to protect and improve the image of the organisation when working with outside organisations and individuals
- K17 when it is essential to communicate with others within the team
- K18 the types of problems and disagreements that occur when working with others and how to resolve them within the limits of own authority

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## Additional Information

### Skills

1. communicating
2. managing time
3. negotiating
4. problem solving
5. planning
6. resolving disagreements
7. team working

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