

Overview

This standard covers the skills and knowledge required to work effectively with others in a team whilst maintaining effective professional working relationships. It also covers actively engaging in the wider business and looking to provide information that positively contributes to the business.

Performance criteria

You must be able to:

1. communicate with others using appropriate methods
2. give and receive constructive support and feedback to/from colleagues
3. actively contribute to the team you work with
4. bring to the attention of colleagues' information that might have an immediate effect on their work
5. carry out requests from other people promptly without holding up the course of the work
6. refer requests that cannot be met to an appropriate person
7. check behaviour, dress and appearance conform to work practice, organisation guidelines and legal requirements
8. promote a positive image of the organisation at all times

Knowledge and understanding

You need to know and understand:

1. how to maintain effective working relationships
2. company guidelines on dress and behaviour
3. level/standard/objective you are expected to work to
4. ways of objectively assessing your own skills and expertise against an agreed standard/objective
5. methods of seeking feedback from others on how well your skills, knowledge and expertise match the agreed standard/objective
6. the appropriate response to feedback and appraisal of your performance at work
7. how to identify areas for development and/or improvement in your skills, knowledge and expertise
8. who to inform about any further development you might need
9. importance of listening to changing priorities and/or requirements

Work effectively in a team

Developed by NSAFD

Version Number 2

Date Approved January 2019

Indicative Review Date January 2023

Validity Current

Status Original

Originating Organisation Proskills

Original URN PROFM25

Relevant Occupations Furniture Makers and Other Craft Woodworkers

Suite Furniture Making

Keywords Teamwork; working relationships
