
Overview

This standard is about working with other people in your team, other departments, other organisations and supplier organisations to achieve goals and objectives.

It is about working in a manner that promotes positive working relationships through clarifying and agreeing roles, responsibilities and working arrangements, carrying out your own tasks promptly and effectively, getting the right balance between working efficiently and meeting the needs of colleagues, maintaining professional, courteous relationships, showing willingness and flexibility, collaborating with colleagues, providing assistance when possible and seeking their help when required.

This standard could be used in all roles in the screen industries and also applies to wider creative industry roles for example theatre, live events, cultural heritage and design occupations.

Performance criteria

You must be able to:

1. build relationships and maintain regular dialogue with internal and external colleagues or people
2. deal with others in a way that encourages mutual support and trust
3. manage other people's expectations
4. meet deadlines and fulfil agreements to the timescale and quality required
5. inform others of any difficulties with meeting commitments
6. identify alternative approaches to deal with changes in requirements or available resources
7. consider how your decisions will impact on others inside and outside the organization
8. consider internal and external relationships and recognise and respect the roles, responsibilities and priorities of others
9. communicate information, your requirements and your concerns clearly and promptly
10. take account of others' views and concerns, including their priorities, expectations and attitudes and share your expectations with them
11. use approaches to help you work with challenging people
12. identify conflicts of interest and disagreements and take action to resolve them
13. monitor and review the effectiveness of working relationships
14. seek and provide feedback to identify areas for improvement
15. work in a responsible and ethical manner

Knowledge and understanding

You need to know and understand:

1. the different functions in the organisation and their roles in achieving the organisation's objectives
2. the hierarchies and dynamics of any teams that you are part of
3. people in your own department, other departments, supplier organisations or partner organisations and their work roles and responsibilities
4. the planning, decision making processes and supplier relationship in the client organisation, your own organisation and partner organisations
5. how to respond to change
6. how to make decisions with limited information
7. the needs of other organisations, and clients in your organisation's thinking and planning
8. the importance of managing others' expectations of what can be delivered and when
9. the importance of focusing on solutions rather than problems
10. how to work as part of a team to encourage collaborative thinking and achieve the brief
11. how to identify when and how to communicate with others
12. ways to consult with internal and external colleagues or people
13. how to identify the importance of your role in the overall process and the effect that your own attitude, time management, deadlines and quality of work can have on others
14. how and when to communicate with more senior or experienced colleagues
15. how to communicate with colleagues and suppliers in different situations, locations and countries and what information they need to know
16. how to collaborate with people at all levels
17. the roles, responsibilities, needs, motivations, interests and concerns of colleagues, partner organisations and suppliers
18. how to identify and supply the information needed by colleagues and suppliers in line with data protection requirements
19. what information to provide to colleagues and suppliers and the factors to consider
20. the effect that withholding key information can have on colleagues, partner organisations and suppliers and the quality of their work

SKSCMGS10

Work collaboratively with colleagues, partners and suppliers in the creative industries



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Relevant Occupations Arts, Media and Publishing, Crafts, Creative Arts and Design, Design Associate Professionals, Marketing Associate Professionals, Media and Communication, Media Associate Professionals, Performing Arts, Technical Services and Distribution (Film & TV), Post Production Professionals, Sound Production Professionals (Film & TV), Animation Professionals, Physical Special Effects Professionals, Technical support roles for Sound Recording and Music Technology, Technical Occupations, Digital Marketing Occupations, Interactive Media Professionals, Games Professionals

Suite Camera, Hair, Wigs, Make Up and Prosthetics for Productions, Creative Media Generic Skills, Sound Recording and Music Technology

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