

Support effective team working in a retail organisation

Overview

This standard is about working with colleagues in your retail organisation to achieve results and targets together. It is about supporting the team by sharing the workload (to individual strengths), making realistic commitments supporting colleagues effectively, contributing to team morale and good working relations.

This standard is for staff who are required to support effective team working.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Support effective team working in a retail organisation

Performance criteria

You must be able to:

1. follow your workplace procedures to share work with colleagues, taking account of yours and others' preferences, strengths, skills and time available
2. make realistic commitments to colleagues so your workplace targets can be met
3. inform colleagues if results and targets cannot be met following your workplace procedures
4. support individual members of the team
5. encourage and support colleagues when working conditions are difficult
6. encourage colleagues who are finding it difficult to work together, to treat each other politely, equally and with respect following your workplace procedures and relevant legislation

Knowledge and understanding

You need to know and understand:

1. the team's purpose, aims and targets
2. your responsibility for contributing to the team's success
3. your colleagues' roles and responsibilities for contributing to the team's success
4. the importance of sharing work with colleagues
5. the factors that can affect you and colleagues' willingness to carry out work, including skills and existing workload
6. the importance of being a reliable team member
7. the techniques to use to effectively support teams and individuals
8. the factors to take account of when making commitments, including your existing workload and the degree to which interruptions and changes of plan are within your control
9. the importance of maintaining team morale, the circumstances when morale is likely to deteriorate and the kinds of support and encouragement that are likely to be valued by colleagues
10. the relevant legislation requirements regarding working relationships, the importance of good working relations and techniques for removing tension between colleagues

Developed by	People 1st
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Originating Organisation	Skillsmart Retail
Original URN	SSR.E335
Relevant Occupations	Manager, Managers and Senior Officials, Managers in Distribution, Storage and Retailing, Owner/Manager, Retail and Commercial Enterprise, Retailing and Wholesaling, Sales and Customer Services Occupations, Sales and Related Associate Professionals, Sales Assistants and Retail Cashiers, Team Leader
Suite	Retail
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