

Overview

This standard identifies requirements for promoting the effectiveness of teams. It includes coordinating roles within teams, developing team practices, supporting full participation, and maintaining high professional standards.

Performance criteria

You must be able to:

1. share information about teams, outcomes and the workplace vision and purpose
2. identify and agree how roles and responsibilities contribute to the outcomes of teams and the workplace vision and purpose
3. promote equality, diversity, inclusion and rights to demonstrate respect and value for others
4. promote a workplace culture of openness, mutual support, integrity and wellbeing
5. role model professional practice
6. engage in effective professional communication in the workplace
7. create environments to share ideas, perspectives and challenges to improve team working
8. empower others to manage change and undertake new tasks
9. provide support and advice to others to enable them to carry out their roles and responsibilities
10. provide others with information, knowledge and skills when delegating tasks
11. empower others to practice self-care, regulate emotions and develop resilience
12. practice self-care, regulate your emotions and develop resilience
13. ensure working practices are carried out as agreed
14. update others on progress towards deadlines and commitments
15. invite feedback on your contribution to teams and its effectiveness and develop strategies to improve
16. encourage others to identify the value of their roles and strengths
17. seek opportunities to share knowledge and skills with others
18. complete records and reports required for promoting the effectiveness of teams
19. reflect on how you carried out your roles and responsibilities to promote the effectiveness of teams

Knowledge and understanding

You need to know and understand:

1. how to access information about teams, outcomes and the vision and purpose of the workplace
2. the importance of agreeing on individual and team roles and responsibilities
3. how to contribute to team cultures of openness, mutual support, integrity and wellbeing
4. the importance of high standards of professional practice
5. the importance of leadership at all levels in the workplace
6. how to participate in workplace and team evaluations
7. the influence of neurodivergence and additional needs on promoting the effectiveness of teams
8. factors that create safe environments which encourage the sharing of ideas and challenges
9. the importance of effective communication and understanding the perspectives of others
10. the importance of dignity, kindness and compassion when promoting the effectiveness of teams
11. principles that underpin effective team working
12. how to apply trauma informed principles to support team working
13. styles of interaction and how these can impact team working
14. the influence of culture, background and spirituality on how you work with others
15. how to respond to issues and concerns which may occur with other team members
16. the effects which work priorities have on others and how to offer help and support
17. the importance of informing others when you cannot meet deadlines and commitments
18. your strengths and areas for development in team working and strategies to improve
19. how and where to access information and support that can inform your practice about team working
20. how to contribute to the professionalism of teams, and support others to do so
21. techniques to support self-care, emotional regulation and resilience in the face

Promote the effectiveness of teams

of setbacks

22. how to use digital tools and devices to promote the effectiveness of teams
23. how to work in partnership with others to promote the effectiveness of teams
24. the records and reports required for promoting the effectiveness of teams
25. theories relevant to the effectiveness of teams
26. the relevant legal requirements, standards of practice, frameworks and guidance for promoting the effectiveness of teams
27. the workplace requirements on equality, diversity, inclusion, and rights when promoting the effectiveness of teams
28. how your personal experiences and unconscious bias may impact when promoting the effectiveness of teams, and how to address this
29. the role of supervision, reflective practice and learning and development in promoting the effectiveness of teams

Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

HSCCLD36



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Developed by	Skills for Care & Development
Version Number	1
Date Approved	31 Jan 2026
Indicative Review Date	31 Jan 2031
Validity	Current
Status	Original
Originating Organisation	Skills for Care & Development
Original URN	HSCCLD36
Relevant Occupations	Social Care and Childrens Care
Suite	Health and Social Care & Childcare Learning and Development
Keywords	Teams, Health and Social Care & Children's Care Learning and Development
