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## Overview

This Standard is about working effectively with other people in your team, other departments, other organisations and supplier organisations to realise 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

It requires having the communication skills to explain and discuss what you have to do and what you expect of others.

## Performance criteria

### You must be able to:

- 1 build relationships and maintain regular dialogue with the people in your own department, other departments or external organisations who will be affected by decisions and activities in your work
- 2 deal with others in a way that encourages mutual support and trust
- 3 manage other people's expectations about what you can and can't do
- 4 meet deadlines and fulfil agreements made to the timescale and quality required within your role
- 5 inform others promptly of any difficulties with carrying out agreed actions or meeting commitments and negotiate and agree alternative action with them
- 6 identify alternative approaches to deal with changes in requirements or available resources
- 7 make informed decisions and consider how your decisions will impact on others inside and outside the organisation
- 8 show sensitivity to internal and external politics and recognise and respect the roles, responsibilities and priorities of others
- 9 communicate effectively and present information, your requirements and your concerns at the appropriate time and in ways that promote understanding
- 10 take account of others' views and concerns, including their priorities, expectations and attitudes and share your expectations with them
- 11 use appropriate approaches to help you work effectively with difficult people
- 12 identify potential conflicts of interest and disagreements and take action to avoid them, resolving any that are unavoidable in ways that minimise damage to work activities, the people involved and the organisation
- 13 monitor and review the effectiveness of working relationships with others, seeking and providing feedback, in order to identify areas for improvement
- 14 work in a responsible and ethical manner

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## Knowledge and understanding

### You need to know and understand:

- 1 the different business functions in the organisation you are working for and their roles and responsibilities in achieving the organisation's overall aims
- 2 the hierarchies and dynamics of any teams that you are part of
- 3 relevant people in your own department, other departments, supplier organisations or partner organisations and their work roles, responsibilities and the breadth of their skills
- 4 the planning, decision making processes and supplier relationship in the client organisation, your own organisation and partner organisations
- 5 how to respond positively to change
- 6 how to develop confidence to make decisions even when very little information is available
- 7 the importance of considering 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 colleagues, partner organisations and suppliers on key decisions and activities

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 to get

your own point of view across even when communicating with more senior or experienced colleagues

15 how to

communicate effectively with colleagues and suppliers in different situations, different locations and countries and what information they need to know

16 how to

manage the people above and below you

17 why it is

important to recognise and respect 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 it is appropriate and inappropriate to provide to colleagues and suppliers and the factors that need to be taken into consideration

20 the effect that withholding key information can have on colleagues, partner organisations and suppliers and the quality of their work

Developed by	ScreenSkills
Version Number	2
Date Approved	31 Mar 2019
Indicative Review Date	30 Mar 2022
Validity	Legacy
Status	Original
Originating Organisation	Screen Skills (formerly Creative Skillset)
Original URN	SKSGR1
Relevant Occupations	Arts, Media and Publishing, Media and Communication, Media Associate Professionals, Photographic Technician, VFX Technician, Animation Professionals, AR/VR Technician
Suite	Cultural Heritage, Props for Productions , Stagehands for Productions , Broadcast Engineering, Creative Media Generic Skills, Armoury and Weapons Supply for Productions
Keywords	Colleagues; Partners; Suppliers; Collaboration