
Overview

This standard is about working collaboratively with others to achieve the organisational goals and objectives. It includes supporting team members, sharing work goals and planning work objectives together and presenting and promoting a positive image when working with people outside the organisation. It is for administrators who work with other people as part of their role.

**Performance
criteria**

- You must be able to:*
- P1 work in a way that supports the team's objectives
 - P2 welcome opportunities to work with other people to achieve a positive outcome
 - P3 share work goals and plan work objectives together
 - P4 follow the policies, systems and procedures that are relevant to the role
 - P5 put relevant organisational values into practice in all aspects of own work
 - P6 work with outside organisations and individuals in a way that protects the image of the organisation
 - P7 seek guidance from others when unsure about objectives, policies, systems, procedures and values
 - P8 communicate with other people
 - P9 work in a way that recognises the strengths of others within a team
 - P10 provide support to members of a team
 - P11 show respect for individuals
 - P12 produce quality work on time
 - P13 identify and refer problems and disagreements to relevant colleagues
 - P14 share feedback with others on the achievement of objectives

Knowledge and understanding

You need to know and understand:

- K1 own responsibilities at work
- K2 how own role fits into the organisation's structure and contributes to its operation
- K3 the policies, procedures, systems and values of the organisation that are relevant to own job role
- K4 how to apply the organisation's values and policies
- K5 who to consult if unsure about policies, objectives, systems and values
- K6 the situations in which working with others can achieve positive outcomes
- K7 the purpose of sharing work goals and plans when working with others
- K8 different methods of communication and when to use them
- K9 when it is essential to communicate with others within the team
- K10 the purpose of acknowledging the strengths of others and of balancing own abilities with theirs
- K11 the situations in which team members might need support
- K12 the purpose of agreeing quality measures
- K13 the types of problems and disagreements that occur when working with others and how to resolve them within the limits of own authority
- K14 the purpose of giving and receiving constructive feedback
- K15 how to make use of feedback to improve the work of others and the work of the team as a whole

Additional Information

Skills

1. communicating
2. managing time
3. negotiating
4. planning
5. problem solving
6. resolving disagreement
7. working with others

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Work with other people in a business environment

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