

## **H5TY 04 (SCDHSC3121) — Promote the Effectiveness of Teams**

### **Overview**

This standard identifies the requirements when you promote the effectiveness of teams. This includes contributing to developing effective team practice, supporting team members to participate fully in team activities and working within the team to promote its effectiveness.

## Additional Information

### Scope/range related to Performance Criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

**NOTE:** Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

**Others** are your colleagues and other professionals whose work contributes to the individual's wellbeing and who enable you to carry out your role.

A **team** is a group of people working together for a specific purpose; it may be a work team, a multi-disciplinary team or a broader multi-agency team

### Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- ◆ to be treated as an individual
- ◆ to be treated equally and not be discriminated against
- ◆ to be respected
- ◆ to have privacy
- ◆ to be treated in a dignified way
- ◆ to be protected from danger and harm
- ◆ to be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- ◆ to communicate using their preferred methods of communication and language
- ◆ to access information about themselves

## Performance Criteria — What you do in your job

You must provide evidence to meet all the 32 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

### Contribute to developing effective team practice

	<b>Performance Criteria</b>	<b>Evidence Number where this criteria has been met</b>
1	Communicate constructively, fairly and inclusively with <b>team</b> members.	
2	Give accurate information to team members.	
3	Invite team members to contribute their views and opinions about the team and its work.	
4	Take account of team members' views and opinions.	
5	Ensure that team members are aware of your activities, providing sufficient information to enable others to take over from you when necessary.	
6	Ensure that working practices are carried out as agreed by the team.	
7	Identify examples of good team practice as they occur.	
8	Encourage team members to recognise and learn from these examples.	
9	Support effective group dynamics, handling team issues and conflicts constructively.	
10	Report issues that you cannot resolve to the appropriate people.	
11	Record changes to working practices agreed by the team.	
12	Support the team to implement agreed changes.	

### Support team members to participate fully in team activities

	Performance Criteria	Evidence Number where this criteria has been met
13	Praise team members when they have undertaken team activities effectively.	
14	Identify team members who need support.	
15	Offer sensitive and constructive advice and help to team members.	
16	Offer appropriate support and encouragement to team members who are undertaking new and difficult tasks.	
17	Challenge any abusive, aggressive or discriminatory actions and remarks, explaining to team members why these must be addressed.	
18	Ensure that any interventions with team members are handled appropriately and sensitively.	
19	Offer information and advice to people in a more senior position, in a manner that is consistent with your role and recognises the sensitivities of the situation.	
20	Share information which would be of benefit to <b>others</b> , within confidentiality agreements and according to legal and work setting requirements.	

## Work within the team to promote its effectiveness

	<b>Performance Criteria</b>	<b>Evidence Number where this criteria has been met</b>
21	Contribute to developing a team culture in which people can trust and rely on you.	
22	Identify with team members your own roles and responsibilities and the roles and responsibilities of other team members.	
23	Identify with team members the specific activities to be carried out by yourself and by others.	
24	Identify with team members how the activities of all members will contribute to meeting the aims, objectives, outcomes and purpose of the team.	
25	Organise your time and resources to carry out your agreed activities effectively.	
26	Carry out your agreed activities within the team.	
27	Invite feedback on your contribution to the team and its effectiveness.	
28	Evaluate your contribution to the team, accepting constructive criticism positively.	
29	Reflect on how effectively you deal with conflicts.	
30	Reflect on how effectively you seek and implement support where issues are beyond your competence and responsibility to deal with.	
31	Identify your own development needs for team working, taking into account the needs of the team, the service and the provision.	
32	Keep accurate and up to date records within confidentiality agreements and according to legal and work setting requirements.	

# Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 33 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

## Rights

	<b>Knowledge and Understanding</b> <i>You need to know and understand:</i>	<b>Evidence Number</b> <b>where this knowledge point has been met</b>
1	Legal and work setting requirements on equality, diversity, discrimination and rights.	
2	Your duty to report any acts or omissions that could infringe the rights of individuals.	
3	How to deal with and challenge discrimination.	

## Your practice

	<b>Knowledge and Understanding</b> <i>You need to know and understand:</i>	<b>Evidence Number where this knowledge point has been met</b>
4	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
5	Your own background, experiences and beliefs that may have an impact on your practice.	
6	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
7	The roles, responsibilities and accountabilities of others with whom you work.	
8	How to access and work to procedures and agreed ways of working.	
9	How to manage ethical conflicts and dilemmas in your work.	
10	How to challenge poor practice.	
11	How and when to seek support in situations beyond your experience and expertise.	

## Personal and professional development

12	Principles of reflective practice and why it is important.	
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## Communication

13	Methods to promote effective communication and enable individuals to communicate their needs, views and preferences.	
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## Handling information

	<b>Knowledge and Understanding</b> <i>You need to know and understand:</i>	<b>Evidence Number where this knowledge point has been met</b>
14	Legal requirements, policies and procedures for the security and confidentiality of information.	
15	Legal and work setting requirements for recording information and producing reports.	
16	Principles of confidentiality and when to pass on otherwise confidential information.	

## Knowledge specific to this NOS

17	How and where to access information and support that can inform your practice about team working.	
18	Theories underpinning effective team working and management.	
19	Theories about leadership and effective leadership styles for team working.	
20	Communication techniques that are effective in promoting effective team working and management.	
21	Power and how it can be used and abused within teams.	
22	Types of team working and how teams may differ in structure, purpose and constitution	
23	Conditions and issues you are likely to face in your work within teams.	
24	How to motivate team members to work effectively as a team.	
25	The best ways to provide constructive information, feedback and advice that focus on the work of team members.	

### Knowledge specific to this NOS (cont)

	<b>Knowledge and Understanding</b> <i>You need to know and understand:</i>	<b>Evidence Number where this knowledge point has been met</b>
26	How to give constructive feedback to the team and the contribution of this to learning and development within the team and its members.	
27	The range of interactive styles that individuals have and how these may affect ongoing work within the team.	
28	Your role in relation to others in the work team and how it may grow and develop and the potential obstacles to personal development.	
29	The purpose of agreeing changes in team working with the team as a whole and the reason for individuals taking responsibility for team decision.	
30	The reason you should take responsibility for your own development and effectively review your own performance progress in team membership and management.	
31	The effects which work priorities have on team members and how to offer help and support to team members in busy and stressful times.	
32	Different problems that can emerge when working within a team and the actions to take in such situations.	
33	How to select, structure and provide clear written information and advice in a form which is suitable for team members.	

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

**Unit assessed as being complete**

<b>Candidate's name</b>	
<b>Candidate's signature</b>	
<b>Date submitted to Assessor as complete</b>	

<b>Assessor's name</b>	
<b>Assessor's signature</b>	
<b>Date assessed complete</b>	

**Internal Verification**

To be completed in accordance with centre's internal verifier (IV) strategy.

<b>Evidence for this Unit was sampled on the following date/s</b>	<b>Internal verifier's signature</b>	<b>Internal verifier's name</b>

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

<b>Date of admin check</b>	<b>Internal verifier's signature</b>	<b>Internal verifier's name</b>

**Unit completion confirmed**

<b>Internal verifier's name</b>	
<b>Internal verifier's signature</b>	
<b>Date completed</b>	