

SCDHSC3121 - SQA Code HC64 04

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.

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Performance criteria

Contribute to developing effective team practice

You must be able to:

- P1 communicate constructively, fairly and inclusively with **team** members
- P2 give accurate information to team members
- P3 invite team members to contribute their views and opinions about the team and its work
- P4 take account of team members' views and opinions
- P5 ensure that team members are aware of your activities, providing sufficient information to enable others to take over from you when necessary
- P6 ensure that working practices are carried out as agreed by the team
- P7 identify examples of good team practice as they occur
- P8 encourage team members to recognise and learn from these examples
- P9 support effective group dynamics, handling team issues and conflicts constructively
- P10 report issues that you cannot resolve to the appropriate people
- P11 record changes to working practices agreed by the team
- P12 support the team to implement agreed changes

Support team members to participate fully in team activities

You must be able to:

- P13 praise team members when they have undertaken team activities effectively
- P14 identify team members who need support
- P15 offer sensitive and constructive advice and help to team members
- P16 offer appropriate support and encouragement to team members who are undertaking new and difficult tasks
- P17 challenge any abusive, aggressive or discriminatory actions and remarks, explaining to team members why these must be addressed
- P18 ensure that any interventions with team members are handled appropriately and sensitively
- P19 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
- P20 share information which would be of benefit to **others**, within confidentiality agreements and according to legal and work setting requirements

Work within the team to promote its effectiveness

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You must be able to:

- P21 contribute to developing a team culture in which people can trust and rely on you
- P22 identify with team members your own roles and responsibilities and the roles and responsibilities of other team members
- P23 identify with team members the specific activities to be carried out by yourself and by others
- P24 identify with team members how the activities of all members will contribute to meeting the aims, objectives, outcomes and purpose of the team
- P25 organise your time and resources to carry out your agreed activities effectively
- P26 carry out your agreed activities within the team
- P27 invite feedback on your contribution to the team and its effectiveness
- P28 evaluate your contribution to the team, accepting constructive criticism positively
- P29 reflect on how effectively you deal with conflicts
- P30 reflect on how effectively you seek and implement support where issues are beyond your competence and responsibility to deal with
- P31 identify your own development needs for team working, taking into account the needs of the team, the service and the provision
- P32 keep accurate and up to date records within confidentiality agreements and according to legal and work setting requirements

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Knowledge and understanding

You need to know and understand:

Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your duty to report any acts or omissions that could infringe the rights of individuals
- K3 how to deal with and challenge discrimination

Your practice

You need to know and understand:

- K4 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K5 your own background, experiences and beliefs that may have an impact on your practice
- K6 your own roles, responsibilities and accountabilities with their limits and boundaries
- K7 the roles, responsibilities and accountabilities of others with whom you work
- K8 how to access and work to procedures and agreed ways of working
- K9 how to manage ethical conflicts and dilemmas in your work
- K10 how to challenge poor practice
- K11 how and when to seek support in situations beyond your experience and expertise

Personal and professional development

You need to know and understand:

- K12 principles of reflective practice and why it is important

Communication

You need to know and understand:

- K13 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Handling information

You need to know and understand:

- K14 legal requirements, policies and procedures for the security and confidentiality of information
- K15 legal and work setting requirements for recording information and producing reports
- K16 principles of confidentiality and when to pass on otherwise confidential information

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Specific to this NOS

You need to know and understand:

- K17 how and where to access information and support that can inform your practice about team working
- K18 theories underpinning effective team working and management
- K19 theories about leadership and effective leadership styles for team working
- K20 communication techniques that are effective in promoting effective team working and management
- K21 power and how it can be used and abused within teams
- K22 types of team working and how teams may differ in structure, purpose and constitution
- K23 conditions and issues you are likely to face in your work within teams
- K24 how to motivate team members to work effectively as a team
- K25 the best ways to provide constructive information, feedback and advice that focus on the work of team members
- K26 how to give constructive feedback to the team and the contribution of this to learning and development within the team and its members
- K27 the range of interactive styles that individuals have and how these may affect ongoing work within the team
- K28 your role in relation to others in the work team and how it may grow and develop and the potential obstacles to personal development
- K29 the purpose of agreeing changes in team working with the team as a whole and the reason for individuals taking responsibility for team decision
- K30 the reason you should take responsibility for your own development and effectively review your own performance progress in team membership and management
- K31 the effects which work priorities have on team members and how to offer help and support to team members in busy and stressful times
- K32 different problems that can emerge when working within a team and the actions to take in such situations
- K33 how to select, structure and provide clear written information and advice in a form which is suitable for team members

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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 well-being 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

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

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

Unit assessed as being complete

Candidate's Name:	
Candidate's Signature:	
Date submitted to assessor as complete:	

Assessor's Name:	
Assessor's Signature:	
Date assessed as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	IV's Signature	IV's Name

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

Date of admin check	IV's Signature	IV's Name

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	