

## 225 Work effectively with other people

### Summary

Work with other people in a way that achieves agreed goals and objectives.

You will apply the following skills:

- Communicating
- Team working
- Planning
- Negotiating
- Managing time
- Problem solving
- Resolving disagreement

### Performance Indicators

You will:

1. Communicate effectively with other people
2. Welcome opportunities to work with other people when this will achieve a positive outcome
3. Share work goals and plan work objectives, priorities and responsibilities together
4. Work in a way that makes best use of your abilities and the abilities of others
5. Show respect for individuals
6. Produce quality work on time
7. Identify and solve problems
8. Share feedback with others on the achievement of objectives

### Knowledge

You will know:

1. Why it is important to work effectively with other people
2. The situations in which working with others can achieve positive outcomes
3. Why effective communication is important
4. When it is essential to communicate with the people you work with
5. Why it is important to share work goals and plans when working with others
6. Why it is important to acknowledge the strengths of others and to balance your abilities with theirs
7. The value of diversity in teams
8. Why it is important to respect the individuals you work with
9. Why it is important to agree quality measures with the people you work with
10. The types of problems and disagreements that occur when working with others and how to resolve them
11. Why it is important to give and receive constructive feedback
12. How to make use of feedback to improve your own work, the work of others and the team as a whole