

S104: Contribute to working with others in a business environment

Overview: Contribute to working with other people to present a positive image of the organisation and work towards achieving organisational goals and objectives in a business environment.

Links: All categories

Specific skills:

- Communicating
- Managing time
- Negotiating
- Planning
- Problem-solving
- Working with others

Performance Indicators

1. Work in a way that supports the team's objectives
2. Follow systems and procedures that are relevant to the job role
3. Work with people in a way that presents a positive image of the organisation
4. Seek guidance from others when unsure about own work
5. Communicate with other people
6. Provide support to other team members as appropriate to the job role
7. Show respect for others
8. Produce quality work on time
9. Refer problems and disagreements to an appropriate colleague
10. Use feedback from others to improve own work

Knowledge & Understanding

- A. Own responsibilities at work
- B. The purpose of working with other people to achieve goals and objectives
- C. How own job role fits into the organisation's structure
- D. The organisational systems and procedures that are relevant to own job role
- E. Who to consult if unsure about policies, objectives, systems and values
- F. Different methods of communication and when to use them
- G. When it is essential to communicate with others within the team
- H. The situations in which team members might need support and how to provide this
- I. The purpose of respecting others
- J. The purpose of quality measures
- K. The types of problems and disagreements that occur when working with others and how to refer them
- L. How to make use of feedback to improve individual work and the work of the team as a whole