

## S304: Support other people to work in a business environment

**Overview:** Work with other people to achieve team and organisational goals and objectives.

**Links:** All categories

**Specific skills:**

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

### Performance Indicators

1. Work in a way that supports your organisation's overall mission and your team's objectives
2. Welcome opportunities to work with other people to achieve positive outcomes
3. Follow policies, systems and procedures relevant to your job
4. Put your organisation's values into practice in all aspects of your work
5. Share work goals and plan work objectives together
6. Share feedback with others on the achievement of objectives
7. Contribute to improving objectives, policies, systems, procedures and values in a way that is consistent with your role
8. Seek guidance from others when you are unsure about objectives, policies, systems, procedures and values
9. Work in a way that recognises the strengths of others within a team
10. Provide support to members of a team
11. Show respect for individuals
12. Produce quality work on time
13. Work with outside organisations and individuals in a way that protects and improves the image of your organisation
14. Communicate with other people
15. Identify and refer problems and disagreements

### Knowledge & Understanding

- A. The sector in which your organisation operates
- B. Your organisation's mission and purpose
- C. How your organisation compares to other organisations in the sector
- D. Your main responsibilities at work
- E. How your role fits into your organisation's structure and contributes to its operation
- F. The policies, procedures, systems and values of your organisation that are relevant to your role
- G. How to apply your organisation's values and policies
- H. The purpose and benefits of sharing work goals and plans when working with others
- I. The situations in which working with others can achieve positive outcomes
- J. The purpose of giving and receiving constructive feedback
- K. How to make use of feedback to improve the work of others and the work of the team as a whole
- L. How you can help to improve policies, objectives, systems and values in a way that is consistent with your role
- M. Who you should consult if you are unsure about policies, objectives, systems and values
- N. The purpose of acknowledging the strengths of others and of balancing your abilities with theirs
- O. The situations in which team members might need support
- P. The value of diversity in teams
- Q. The purpose and value of respecting others
- R. The purpose of agreeing quality measures
- S. Different methods of communication and when to use them
- T. How to protect and improve the image of the organisation when working with outside organisations and individuals
- U. When it is essential to communicate with others within the team
- V. The types of problems and disagreements that occur when working with others and how to resolve them within the limits of own authority