
Overview

Organisations must provide high levels of service to their customers and this requires a team effort from all staff and managers. This unit is about how you work well as a member of the team, improve your own work and the work of the team as a whole. If your organisation has a performance appraisal and personal development system, this would be an excellent context for this unit.

The unit is divided into three parts. The first part describes the three things you have to do. These are:

1. work effectively with your colleagues
2. improve your own work
3. help to improve the work of your organisation

The second part describes the knowledge and understanding you must have.

The third part gives some examples and explanations of some words we use in the unit.

This unit is for all staff working in a sport and activity environment or related area of work.

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Support the work of your team and organisation

Performance criteria

You must be able to:

Work effectively with your colleagues

- P1 establish a working relationship with your colleagues that helps you to work well together
- P2 communicate with your colleagues clearly
- P3 maintain standards of professional behaviour
- P4 carry out your duties and commitments to colleagues as agreed, or warn them in good time when you cannot do what they expect
- P5 ask for help and information when you need it
- P6 provide your colleagues with help and information when they need it, as long as this is in line with your organisation's policies and procedures
- P7 contribute to team discussions
- P8 follow the correct procedures when you have disagreements or difficulties with colleagues

You must be able to:

Improve your own work

- P9 evaluate all aspects of your work
- P10 ask your colleagues and customers for feedback on your work
- P11 handle feedback positively
- P12 work with a relevant person to agree:
 - P12.1 your strengths
 - P12.2 areas where you could improve your work
 - P12.3 new areas of skill and knowledge you may need for future responsibilities
- P13 take part in relevant training and development
- P14 regularly review your personal development

You must be able to:

Help to improve the work of your organisation

- P15 ask customers for feedback on your organisation's services
- P16 identify ways the team could improve services
- P17 discuss with relevant colleagues how to change services for the better
- P18 help to change services so that they meet customers' needs

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Knowledge and understanding

You need to know and understand:

For the whole unit

- K1 the values or codes of practice relevant to the work you are carrying out
- K2 the importance of effective team work
- K3 how improving your own work and the work of your team can improve your organisation as a whole and the level of service that the customer receives

You need to know and understand:

Work effectively with your colleagues

- K4 what 'good working relationships' with your colleagues means
- K5 how to establish good working relationships with your colleagues
- K6 why it is important to communicate clearly with your colleagues
- K7 how to communicate with managers in your organisation
- K8 the duties that you are responsible for
- K9 why it is important to carry out your duties as agreed or warn colleagues in good time if you cannot
- K10 situations in which you may need help in your work and why you should always ask for help and information in these situations
- K11 situations in which you may need to provide help and information to your colleagues
- K12 situations in which you should not provide help and information to your colleagues
- K13 the purpose of team meetings
- K14 why team discussions are important and why you should contribute to them
- K15 procedures for dealing with conflict in your organisation

You need to know and understand:

Improve your own work

- K16 why it is important to continuously improve your own work
- K17 why it is important to assess your own work yourself and get feedback from your colleagues
- K18 what it means to 'handle criticism positively' and why this is important
- K19 the relevant member of staff in your organisation with whom you can plan and develop your work
- K20 the procedures you should follow when you want to take part in training and development activities
- K21 opportunities to take on new responsibilities and develop in your career and the skills and knowledge you need to do this
- K22 how to develop a career plan that will help you to progress

You need to know and understand:

Help to improve the work of your organisation

- K23 the types of situations in which customers give you feedback on the

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services they receive

K24 why it is important to listen to customer feedback

K25 how to identify areas where the team's work could be improved

K26 the procedures you should follow for making suggestions on how to improve services to customers

K27 why it is important to discuss your suggestions with colleagues and to take account of their ideas

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Additional Information

Scope/range related to performance criteria

1. **colleague**
 - 1.1. working at the same level as yourself
 - 1.2. responsible to you
 - 1.3. line manager
 - 1.4. people from outside your organisation

2. **communication**
 - 2.1. spoken
 - 2.2. written

Glossary

Colleagues

The people you work with – people working at the same level as yourself or your manager(s)

Evaluate

Thinking about your work and identifying what you do well and what you could improve in

Feedback

Other people – customers or colleagues – telling you what they think

Future responsibilities

These could be new duties that you want to take on or new duties that your line manager wants to give you – this could include promotion

Effective working relationships

The type of relationship with your colleagues that helps the team to work well and provide a high level of service to the customer – this includes getting along well with your colleagues, being fair to them, avoiding unnecessary disagreements and not letting your personal life influence the way you relate to colleagues

Line manager

The manager or supervisor to whom you report

Organisation's policies and procedures

What your organisation says its staff should and should not do in certain situations

People from outside your organisation

For example, staff and managers in facilities you are using, teachers,

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suppliers

Team discussions

These will usually be team meetings but could include more informal discussions with team members and line managers

Training and development

This could involve on a course, but would also include watching other members of staff doing things that are new to you, receiving instructions from other members of staff on new things you have to do and having the opportunity to practise new skills

Written communication

This could involve short notes, memos, letters or other informal documents

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