

M&LE14 Support team and virtual working - SQA Unit Code FM5K 04

Overview

What this Unit is about

Team working within organisations and across organisational boundaries is now a common working practice. People may work on a number of teams and may be located in different places geographically or in different parts of the organisation. Virtual working, with people moving between locations, is also becoming commonplace. Effective team and virtual working requires that individuals and teams have access to tools that enable them to communicate effectively. This standard is about providing, managing or supporting these tools and processes.

Who is the Unit for?

This standard is applicable to people in management and practitioner roles who are responsible for supporting teams and staff working remotely. It is also applicable to people in operational roles responsible for identifying, developing and managing tools and processes to support teams and remote workers.

Links to other Units and competency frameworks:

This Unit is linked to Units **D2. Develop Productive Working Relationships With Colleagues and Stakeholders** and **F12. Improve Organisational Performance** in the overall suite of National Occupational Standards for Management and Leadership.

This Unit also has links with Unit *HI12 Promote and Facilitate the Use of Information and Knowledge* from the NOS for Health Informatics, developed by Skills for Health. See **www.skillsforhealth.org** or **www.ukstandards.org**

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Performance Criteria

*You must be able
to:*

- 1 Determine strategies to support team and virtual working.
- 2 Demonstrate and communicate the value of effective knowledge and information management to team and virtual working.
- 3 Secure senior management and stakeholder support for information strategies to support team and virtual working.
- 4 Identify with stakeholders the key challenges for teams and people working virtually.
- 5 Identify and review with stakeholders the requirements for communication tools and processes.
- 6 Identify, develop and maintain effective tools and processes, for example social computing and document management tools, to support team working.
- 7 Identify networks, processes and systems that allow people to connect to information and knowledge from wherever they are working.
- 8 Monitor processes and tools for team and virtual working and identify improvements.
- 9 Provide guidelines, training, coaching and support to facilitate and encourage effective use of team and virtual working tools and processes.
- 10 Provide guidelines to facilitate interactive collaboration between internal and external stakeholders.
- 11 Ensure that team members understand and adhere to regulatory, social or commercial constraints that may apply.
- 12 Ensure that teams and remote workers have access to knowledge assets and information and the tools to help them record knowledge and experience.
- 13 Ensure that the records management issues arising from team and virtual working are addressed.
- 14 Identify the contribution that knowledge management is making to team and virtual working.

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Behaviours

You will exhibit the following behaviours:

- 1 You demonstrate support for people who work remotely and ensure that you understand their priorities and constraints.
- 2 You demonstrate an understanding of the objectives and priorities of the teams you support.
- 3 You balance the use of new technologies with the development and maintenance of established techniques for supporting teams and remote working so that the most appropriate processes are employed.
- 4 You lead by example and demonstrate a commitment to team and virtual working.
- 5 You demonstrate an appreciation of the challenges of virtual working.

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Knowledge and Understanding

You need to know and understand:

General knowledge and understanding

- 1 The organisation's working practices and how these affect teams, virtual teams and remote workers.
- 2 Regulatory, social and commercial constraints that apply to working remotely and in teams.
- 3 The principles of team working and how these impact on Information, Libraries, Knowledge,
- 4 Records and Archive Management issues and needs.
- 5 The range of tools and techniques available to support teams and remote working, including face- to-face and technology-enabled techniques.
- 6 How to enable the management of information resources for virtual teams.
- 7 How team and virtual working interfaces with core business processes.
- 8 The records, information and knowledge management issues arising from team and virtual working.

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Evidence Requirements

PC	Evidence of Outcomes: ◆ possible examples of evidence	Behaviours	Knowledge and Understanding		
			General	Industry specific	Context specific
	Records of your actions to identify and initiate team and virtual working				
	◆ details of any strategy that you have developed for team and virtual working, including policy statements, benchmarks and other criteria for assessing the effectiveness of team and virtual working	1, 2, 4, 5	1, 2, 3, 4, 5, 7	n/a	n/a
	◆ e-mails, memos and letters that you have sent to colleagues and stakeholders to gather information on challenges, attitudes and needs relating to team and virtual working	1, 2, 3, 4, 5	1, 2, 3, 5, 7	n/a	n/a
	◆ notes, minutes and other records of meetings that you have organised with colleagues and stakeholders to explore and discuss team and virtual working and identify suitable tools and processes	1, 2, 3, 4, 5	1, 2, 3, 5, 7	n/a	n/a
	◆ newsletters, websites, e-mails and other communications that you have originated, and presentations that you have made, to support team and virtual working	1, 2, 3, 4, 5	1, 2, 3, 5, 7	n/a	n/a
	◆ personal statement (your reflections on the process of identifying and initiating team and virtual working)	1, 2, 3, 4, 5	1, 2, 3, 4, 5, 7	n/a	n/a
	◆ witness statements (comments on your work on identifying and initiating team and virtual working)	1, 2, 3, 4, 5	-	n/a	n/a

Records of your actions to implement and review team and virtual working					
PC8 PC9 PC10 PC11 PC12 PC13 PC14	◆ processes and tools that you have introduced to support team and virtual working	1, 2, 3, 4, 5	1, 2, 3, 4, 5, 6, 7	n/a	n/a
	◆ e-mails, memos and letters that you have sent to colleagues and stakeholders to explain team and virtual working	1, 2, 4, 5		n/a	n/a
	◆ notes, minutes and other records of meetings that you have organised with colleagues and stakeholders to explain team and virtual working	1, 2, 3, 4, 5	1, 2, 3, 4, 5, 6, 7	n/a	n/a
	◆ guidelines that you have developed to explain and support team and virtual working	1, 2, 3	5, 6, 7, 8	n/a	n/a
	◆ methods that have used to monitor team and virtual working including records and their management	1, 2, 3	5, 6, 7, 8	n/a	n/a
	◆ personal statement (your reflections on the process of implementing and reviewing team and virtual working)	1, 2, 3, 4, 5	1,2,3,4,5,6, 7, 8	n/a	n/a
	◆ witness statements (comments on your work on implementing and reviewing team and virtual working)	1, 2, 3, 4, 5	-	n/a	n/a