

SKAPW11 - SQA Unit Code FT4W 04

Work with colleagues in a team



Overview

This unit is about being a good team worker, carrying out duties and responsibilities as agreed, and monitoring and supporting the work of your colleagues.

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

1. contribute to the work of your team
2. provide support to your colleagues
3. respond to conflict in your team

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 this unit.

The unit is for you if you work with colleagues in a team and take some responsibility for the work of others in a setting whose main purpose is to provide children and young people with opportunities for freely chosen, self-directed play.

This unit is underpinned by the Playwork Principles and staff must be familiar with these and committed to them in their practice.

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Performance criteria

- You must be able to:*
- P1 maintain relationships with your colleagues which help the team to work effectively
 - P2 make sure you carry out your duties and responsibilities as agreed with colleagues
 - P3 respect the roles and responsibilities of others in the team and hand over situations to them when appropriate
 - P4 promptly sort out any duties and responsibilities which you are unsure about with a relevant colleague
 - P5 only vary agreed duties and responsibilities with the agreement of relevant colleagues
 - P6 communicate clearly with colleagues, orally and in writing, making sure they have the information they need
 - P7 ask for additional support in your work as and when necessary
 - P8 make positive and realistic suggestions as to how your team's work could be improved
 - P9 regularly report your progress and any difficulties you encounter to colleagues as
 - P10 participate effectively in team meetings

- You must be able to:*
- Provide support to your colleagues**
- P11 provide comment and constructive criticism to your colleagues in a manner which identifies good practice and reinforces their self confidence
 - P12 offer helpful support to your colleagues when they need it
 - P13 share information with your colleagues which helps them to improve their work
 - P14 show that you value diversity and will challenge discrimination and prejudice in your work with, and in support of, colleagues

- You must be able to:*
- Respond to conflict in your team**
- P15 respond to conflict in a way which does not disrupt the work of the team
 - P16 promptly refer conflict which cannot be sorted out personally to a relevant colleague
 - P17 show a willingness to compromise when feasible solutions to conflict are proposed
 - P18 offer effective support to colleagues in conflict in a way which is consistent with organisational procedures
 - P19 provide accurate reports on incidents of conflict as required by organisational procedures

Knowledge and understanding

You need to know and understand:

Contribute to the work of your team

- K1 how the Playwork Principles specifically relate to this unit
- K2 why effective, inclusive team work is important and how it contributes to the quality of provision
- K3 the responsibilities of own role and the boundaries of own competence
- K4 why it is important to carry out agreed responsibilities and duties and what may happen if you do not do this
- K5 the importance of sorting out any duties or responsibilities which you are unsure about
- K6 why you should only vary responsibilities and duties with the agreement of colleagues
- K7 situations in which you should ask for additional support and why
- K8 the importance of making suggestions as to how the team's work could be improved
- K9 why it is important to keep the appropriate colleagues up to date and informed of progress
- K10 how to participate effectively in team meetings
- K11 why it is important for the team to anticipate the needs of users

You need to know and understand:

Provide support to your colleagues

- K12 why it is important to give colleagues constructive criticism
- K13 why it is important for colleagues to receive recognition for their contributions
- K14 the types of situations in which colleagues may need support and how to respond to these
- K15 why it is important to share information and how to do this effectively
- K16 why diversity is important in your area of work
- K17 why discrimination and prejudice should be challenged and how to do so effectively and constructively

You need to know and understand:

Respond to conflict in your team

- K18 the types of conflict which tend to happen in teams and how to deal with these
- K19 why it is important not to disrupt the work of the team when conflict occurs
- K20 types of conflict which you can deal with yourself and conflict which must be referred to others
- K21 why it is important to compromise when possible and situations where compromises should not be made
- K22 different ways that you can support colleagues involved in conflict
- K23 why it is important to make a prompt and accurate report of the conflict
- K24 organisational procedures for dealing with conflict

Additional Information

Scope/range related to performance criteria

1. **colleagues**
 - 1.1. working at the same level
 - 1.2. line managers
 - 1.3. staff for whom you are responsible

2. **suggestions**
 - 2.1. to improve health and safety
 - 2.2. to improve service delivery
 - 2.3. to improve the environment
 - 2.4. to improve relationships with users
 - 2.5. improve relationships in the team
 - 2.6. to improve inclusive practice

3. **support**
 - 3.1. additional people
 - 3.2. additional resources
 - 3.3. providing coaching and mentoring

4. **conflict**
 - 4.1. with other team members
 - 4.2. between other team members

Glossary

Diverse / diversity

Where there is difference and variety that reflects a broad mix of people from various demographic, socio-economic, ethnic and cultural backgrounds and types of ability

Organisation's policies and procedures

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

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