

DES6 Work effectively with others in a creative environment - SQA Unit Code H9WD 04

Unit summary

This unit is about effective work as a team member including planning and communicating with others to ensure that work objectives are achieved. You need to show that you can develop and maintain working relationships with your colleagues and that you can consistently make an effective contribution to achieving team goals in the workplace. You need to understand the importance of communication, the need to seek advice, and to be clear about your responsibilities and work within the team.

This unit is derived from units PL202S and PL203K from the Business and People suite of standards developed by Improve the Sector Skills Council for the Food and Drink Industry

What you must be able to do

- a) Work with others to meet team, company and your own objectives
- b) Make positive suggestions to improve work activities
- c) Provide assistance to other team members in a helpful and willing manner when appropriate using own initiative
- d) Respond positively and helpfully to suggestions made by colleagues for the organisation of work
- e) Deal with differences of opinion in ways that do not cause offence
- f) Respect the opinions and beliefs of colleagues from different ethnic and religious backgrounds to your own
- g) Check you have the correct instructions for your work and you understand what is required of you and the team
- h) Actively seek information to help you complete your work effectively
- i) Give up to date, relevant and accurate information and advice to others on request
- j) Give information, which will help others to achieve team work tasks
- k) Let the appropriate person know when tasks cannot be completed
- l) Look for ways to improve the way work is organised or undertaken and make suggestions to the appropriate person

What you must know:

- 1) The objectives of the organisation, department, self and the team
- 2) Your organisation's grievance and disciplinary procedures
- 3) Different roles people may play in a collaborative creative process and how this contributes to the overall effort
- 4) Your work responsibilities, when and who you should ask for help and why it is important to do so
- 5) Why it is important to develop and maintain good relationships within your team
- 6) Different types of information and why it is important to communicate relevant information to the appropriate person clearly and promptly
- 7) Why it is important to share opinions and information and what may happen if this is not done
- 8) Why it is important to give suggestions to improve tasks
- 9) How to offer useful advice and help and why it is important to do so
- 10) How to deal with differences of opinion without causing offence
- 11) Why it is important to refer unresolved disputes to the appropriate person