
Overview

This standard covers the skills and knowledge that you will need to work effectively as a team member within a manufacturing environment.

You will be required to establish and maintain productive working relationships and deal with disagreements in an amicable and constructive way. You will also be expected to contribute to team activities by providing ideas and solutions and to find ways of resolving issues that cause concern and / or disagreement. As part of your team activities you will need to keep others informed about work plans or activities that affect them.

Your responsibilities will require you to comply with organisational policy and procedures for the activities undertaken, and to report any problems that may affect the working of the team that you cannot personally resolve, or are outside your individual responsibilities, to the appropriate people. You will understand your individual role within the team and how your actions may affect the teams overall performance. You will be expected to take full responsibility for your actions within the team and for the quality and accuracy of the work that you carry out.

Your underpinning knowledge will be sufficient to provide a good understanding of team working and the sort of situations that can affect good team working relationships. You will be able to give an informed approach to the techniques and procedures used to help maintain and develop a good team working relationships.

This standard on team working involves:

1. developing and establishing team relationships
2. maintaining good working relationships
3. providing and receiving feedback
4. working in ways which maintain the safety of yourself and others

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Contributing to effective team working

Performance criteria

- You must be able to:*
- P1 present yourself in the workplace on time and in a way that does not cause concern to other team members
 - P2 work in accordance with the roles and responsibilities identified for your individual and team activities
 - P3 make sure that any actions that you take are within the limits of your own responsibility and authority
 - P4 ask for information, advice and / or help politely, without causing disruption to your own or other team members work
 - P5 offer help to others promptly and willingly in order to ensure team objectives are met
 - P6 contribute to team discussion / briefing sessions in a positive manner that shows respect for the views and rights of others
 - P7 deal with problems in team relationships in ways which minimise offence and maintain mutual respect
 - P8 refer requests for information and / or assistance that are outside your authority/responsibility to the appropriate people
 - P9 work together to resolve disagreements and difficulties in team relationships
 - P10 communicate to others in a manner which promotes understanding

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Knowledge and understanding

You need to know and understand:

- K1 the statutory regulations that can affect working relationship (such as disability, equal opportunities, discrimination, harassment, equality and diversity)
- K2 why it is important to create and maintain good team working relationships
- K3 the sort of issues that might affect good team working relationships
- K4 why it is important to present yourself in the workplace on time and ready for work
- K5 the methods that can be used to establish and maintain good team working relationships
- K6 the methods of handling and resolving difficulties in team working relationships
- K7 how to use data and team information to help resolve concerns and disagreements
- K8 why it is important to resolve difficulties or misunderstandings quickly and not let them develop into more serious problems
- K9 why it is important to share your knowledge and information and your performance measures with other people in your team and with other groups
- K10 how to use the data and information available to you to communicate your performances effectively to others
- K11 what types of information and data are available in your area such as key performance measures, production targets, quality, scrap ratios, problem resolution processes, action planning brainstorming and continuous improvement processes
- K12 what mixture of skills and experience is available in your team to support you or the manufacturing process when problems occur (such as a team skills matrix)
- K13 why you need to keep other team members involved in or informed of any plans or activities you may be doing
- K14 what type of support or assistance might you need from other team members
- K15 why it is important to request help from other team members in a polite and timely manner and to offer assistance to them when help is needed
- K16 why it is important to show respect for the views, rights and property of other team members
- K17 how asking for help or assistance at inappropriate times can lead to disruption and problems within the team
- K18 the methods used in your area for effective communication (such as team briefings covering team performance, quality, cost and delivery issues, general information, personnel issues and action plans)

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- K19 who to refer to with requests that are not within the limits of your responsibility
- K20 who to refer to if you have problems with team relationships that you cannot resolve
- K21 what your responsibilities are with regard to the reporting lines and procedures in your working area
- K22 who the appropriate people are and what are their responsibilities within your working area

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Additional Information

Scope/range related to performance criteria

You must be able to:

1. Develop and maintain team working relationships with **two** of the following:
 - 1.1. immediate supervision / line management
 - 1.2. colleagues in same work group
 - 1.3. colleagues in other work groups
 - 1.4. those for whom you have responsibility
 - 1.5. personnel in other departments
 - 1.6. external contacts

2. Communicate orally with team members by **two** of the following methods:
 - 2.1. team briefings
 - 2.2. question and answer sessions
 - 2.3. group discussions
 - 2.4. problem resolution processes

3. Communicate in writing or electronically to include using **one** of the following methods:
 - 3.1. adding ideas and actions to team boards
 - 3.2. maintaining up to date key performance / production indicators
 - 3.3. processing information
 - 3.4. communicating via e-mail / internal network services

4. Discuss problems which may affect team relationships with the appropriate person to include **two** of the following:
 - 4.1. other team members
 - 4.2. team leader
 - 4.3. immediate line manager
 - 4.4. personnel or welfare officer

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Developed by	SEMTA
Version number	2
Date approved	February 2016
Indicative review date	March 2019
Validity	Current
Status	Original
Originating organisation	SEMTA
Original URN	SEMPMO221
Relevant occupations	Engineering and manufacturing technologies; Manufacturing technologies; Process, Plant and Machine Operatives; Process Operatives
Suite	Performing Manufacturing Operations Suite 2
Key words	joining; manufacturing; operations; equipment; machine; hand; tool; manually; automated; soldering; bonding; gluing; brazing; team working