S204: Work with other people in a business environment

Overview: Work within the organisation to present and promote a positive image of the organisation and work collaboratively with other to achieve the organisational goals and objectives.

Links: All categories

Specific skills:
- Communicating
- Problem-solving
- Managing time
- Resolving disagreement
- Negotiating
- Working with others
- Planning

Performance Indicators	Knowledge & Understanding

Performance Indicators

1. Work in a way that supports the team's objectives
2. Welcome opportunities to work with other people to achieve a positive outcome
3. Share work goals and plan work objectives together
4. Follow the policies, systems and procedures that are relevant to the role
5. Put relevant organisational values into practice in all aspects of own work
6. Work with outside organisations and individuals in a way that protects the image of the organisation
7. Seek guidance from others when unsure about objectives, policies, systems, procedures and values
8. Communicate with other people
9. Work in a way that recognises the strengths of others within a team
10. Provide support to members of a team
11. Show respect for individuals
12. Produce quality work on time
13. Identify and refer problems and disagreements to relevant colleagues
14. Share feedback with others on the achievement of objectives

Knowledge & Understanding

A. Own responsibilities at work
B. How own role fits into the organisation's structure and contributes to its operation
C. The policies, procedures, systems and values of the organisation that are relevant to own job role
D. How to apply the organisation's values and policies
E. Who to consult if unsure about policies, objectives, systems and values
F. The purpose of working with other people to achieve agreed goals and objectives
G. The situations in which working with others can achieve positive outcomes
H. The purpose of sharing work goals and plans when working with others
I. Different methods of communication and when to use them
J. When it is essential to communicate with others within the team
K. The purpose of acknowledging the strengths of others and of balancing own abilities with theirs
L. The value of diversity in teams
M. The situations in which team members might need support
N. The purpose and value of respecting others
O. The purpose of agreeing quality measures
P. The types of problems and disagreements that occur when working with others and how to resolve them within the limits of own authority
Q. The purpose of giving and receiving constructive feedback
R. How to make use of feedback to improve the work of others and the work of the team as a whole