Skills for Health

SS02 Contribute to the effectiveness of work teams

OVERVIEW

This standard describes your role in contributing to the effectiveness of work teams. The term 'work teams' is intended to cover teams who work closely together as well as those which are more loosely structured but in which the members are working towards the same ends.This includes contributing to effective team working through appropriate behaviour for effective working, passing on relevant information, receiving and acting on constructive feedback and offering proposals as to how team practice might be improved. You will be expected to seek advice over any problems which arise in the team, whether these are clashes of personality, lack of clarity as to role, or inappropriate behaviour such as bullying, discrimination or harassment.It also requires you to reflect on your competence and capabilities and develop your own practice, either through the use of structured learning opportunities or through learning on the job, often as a result of feedback from the team.Users of this standard will need to ensure that practice reflects up to date information and policies.Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. what effective communication is
2. why one should take responsibility for one's own development and performance, and the contribution of this to learning and development itself
3. why it is not always possible to evaluate one's own performance, strengths and weakness, and the role which others' feedback plays
4. the effects of differing cultures on communications (such as the use of touch, presence, contact-distance between individuals when communicating, the terms of respect used etc)
5. the constraints to effective communication (environmental e.g. noise and light; social/cultural e.g. language, jargon, slang, dialect; interpersonal; individual's psychological, social and emotional well-being)
6. barriers to developing relationships and how these can be overcome
7. the range of problems which one may encounter when inter-relating with others and how these can best be handled
8. your role in relation to others in the work team
9. the role of others within the team and how each interacts
10. the range of interactive styles which individuals have and how these may affect ongoing work
11. the differences between work and personal relationships, and how work relationships

can be maintained effectively even if one has little in common outside of work

12. the effects which work priorities have on individuals and how it may be possible to offer help and support

13. when, and when not, to interrupt others during work and the effects which they may have on them

14. the busy and stressful times within the work team and how these can best be handled

15. development routes which may be open and those which may be suitable

16. your personal career goals and the relationship of these to current work

17. your own strengths and weaknesses, and how the former can be built on and the latter minimised

18. the potential obstacles to personal development

19. methods of establishing and developing constructive relationships with others

20. methods of communicating clearly and effectively

21. methods of handling and minimising inter-personal conflict

22. how to identify and recognise one's own competence

23. how practice is changing and the effects of these changes on you

24. how to review one's own progress with others effectively and encourage them to give constructive feedback

PERFORMANCE CRITERIA

You must be able to do the following:

1. keep other members of the team informed of your activities to an appropriate level of detail

2. ensure your behaviour to others in the team supports the effective functioning of the team

3. offer relevant ideas and information to team members who would benefit from them

4. accept suggestions and information offered by others and use them constructively to improve practice

5. offer assistant to others in the team when they need it and in a friendly and helpful way

6. honour undertakings to others consistent with overall work priorities

7. clearly present suggestions for improving team working to relevant team members at an appropriate time

8. deal with differences in opinion in a way which tries to avoid offence, and resolve conflicts in ways that maintain respect

9. seek advice from an appropriate person where you experience problems in working effectively with other team members

10. identify your own development needs against the demands of the work role

11. ensure your personal development objectives are the best balance possible between being achievable, realistic and challenging and being related to effective team working and service delivery

12. take responsibility for your own development, learning and performance

13. constructively evaluate and use feedback from others to improve future work performance

ADDITIONAL INFORMATION

This National Occupational Standard was developed by the Care Sector Consortium as Unit CU10.This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):Dimension: Core 5 Quality