

Unit 225 Work effectively with other people

Unit summary

Work with other people in a way that achieves agreed goals and objectives.

Skills

You will apply the following skills:

- Communicating
- Team working
- Planning
- Negotiating
- Managing time
- Problem solving
- Resolving disagreement

Performance indicators

You will:

1. Communicate effectively with other people
2. Welcome opportunities to work with other people when this will achieve a positive outcome
3. Share work goals and plan work objectives, priorities and responsibilities together
4. Work in a way that makes best use of your abilities and the abilities of others
5. Show respect for individuals
6. Produce quality work on time
7. Identify and solve problems
8. Share feedback with others on the achievement of objectives

Knowledge

You will know:

1. Why it is important to work effectively with other people
2. The situations in which working with others can achieve positive outcomes
3. Why effective communication is important
4. When it is essential to communicate with the people you work with
5. Why it is important to share work goals and plans when working with others
6. Why it is important to acknowledge the strengths of others and to balance your abilities with theirs

7. The value of diversity in teams
8. Why it is important to respect the individuals you work with
9. Why it is important to agree quality measures with the people you work with
10. The types of problems and disagreements that occur when working with others and how to resolve them
11. Why it is important to give and receive constructive feedback
12. How to make use of feedback to improve your own work, the work of others and the team as a whole

Evidence requirements

This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. For this unit, evidence may be collected in an approved Realistic Working Environment or an extended work placement.
3. Simulation is not allowed for this unit.
4. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
5. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Yes
	Questions *	Yes

* This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

6. Your candidate needs to show that they:

Work effectively with other people. Evidence may include:

- Minutes of team meetings
- Minutes of 1 to 1 meetings
- Action plans
- Appraisals
- Personal Development Plans

7. Contingencies

Performance Indicator 7	If no problems arise during the assessment period 'what if' questions may be asked to confirm competence
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8. Evidence generated for this unit may contribute towards Unit 201:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 202

- Support diversity
- Support sustainability
- Maintain security and confidentiality