

U30701: Work with others

Unit Descriptor:

This unit deals with the skills and knowledge needed to work harmoniously and effectively with team members, colleagues and others in a work environment.

ELEMENT		PERFORMANCE CRITERIA	
		<i>To be competent you must achieve the following:</i>	
1.	Participate in the work/group process	1.1	The relevant work requirements for the group/process are correctly identified.
		1.2	Own role and role of each team member in meeting work requirements are correctly identified and own role is performed to expectation.
		1.3	Appropriate assistance is provided to other team members involved in the work group /process as required and constructive contributions are made to meeting work requirements .
		1.4	Time and resource constraints are accounted for in planning for and fulfilling work requirements .
		1.5	Work place activities are conducted in compliance with the organisation's work policies, procedures and conventions covering acceptable workplace conduct
		1.6	Individual differences are taken into account when performing work activities to achieve work requirements .
		1.7	Strength of individuals are utilized to develop others in the group and the sharing of knowledge is incorporated in the group/process activities.
2.	Contribute to the flow of information and ideas	2.1	Work outcomes are enhanced by sharing information and ideas relevant to the work activity with others.

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| | 2.2 | Information provided to others is relevant, timely and accurate. |
| | 2.3 | Information and ideas required to assist in the achievement of work requirements are sought from the appropriate persons when required. |
| | 2.4 | Information is recorded in the required detail and in the specified format. |
| | 2.5 | Relevant work information is systematically and accurately maintained and filed for easy retrieval. |
| | 2.6 | Differences in languages and cultural differences in communication styles are identified and their impact on the work process is accounted for. |
| 3. | | Deal effectively with issues, problems and conflicts |
| | 3.1 | Issues, problems and conflicts encountered in the work place are identified and assessed. |
| | 3.2 | Issues, problems and conflicts are discussed with team members and solutions are suggested or they are referred to the appropriate person. |

RANGE STATEMENT

You must cover the items below:

A. Work requirements: (at least 4)

- (i) goals
- (ii) objectives
- (iii) priorities
- (iv) specified targets or results
- (v) time frames
- (vi) coordination with other work processes
- (vii) clear role definitions
- (viii) application of particular procedures
- (ix) organisation of work materials
- (x) roster arrangements or particular approach to work processes specified by the organisation or work group

B. Groups (at least 1)

- (i) established or ad hoc work units
- (ii) committees

C. Working with others (at least 3)

- (i) one-to-one communication in a group or team
- (ii) taking part in informal discussions
- (iii) following instructions
- (iv) consulting with the community
- (v) taking part in meetings
- (vi) dealing with conflict

D. Working with others requires individual diversity to be taken into account (at least 2)

- (i) cultural, racial and ethnic background
- (ii) physical requirements
- (iii) gender
- (iv) languages
- (v) customs
- (vi) religious and traditional beliefs

E. Techniques to resolve issues, problems or conflicts (at least 2)

- (i) problem solving
- (ii) negotiation
- (iii) conflict resolution
- (iv) use of a mediator or conciliator

UNDERPINNING KNOWLEDGE AND SKILLS

1. Individual roles and responsibilities and relationships to others.
2. Techniques for managing own work load such as:
 - Meeting deadlines.
 - Acknowledging if tasks are beyond current capacity.
 - Handling tasks or problems as far as possible then referring on to others as required.
3. Acceptable workplace conduct, including:
 - Regular attendance.
 - Punctuality.
 - Maintaining an orderly workspace.
 - Appropriate standards of personal presentation and hygiene.
 - Self-confidence and self-respect.
 - Acceptance of constructive criticism and willingness for self-improvement.
 - Good humored approach to others and adaptability and flexibility.
4. Team work principles and application.
5. Effective communication techniques.
6. Conflict resolution techniques.
7. Occupational Health and Safety principles.
8. Apply teamwork principles.
9. Work harmoniously with others.
10. Apply listening and questioning skills.

EVIDENCE GUIDE

(1) Critical Aspect of Evidence

You must provide evidence that shows you have done this over a sufficient period of time for your assessor to consider that you are competent. You have to prove that you can meet all of the performance criteria on at least two (2) occasions. This evidence must come from working in Entertainment and Events Technology.

It is essential that competence be observed in the following aspects:

- participate in work process and contribute to achievement of goals and objectives
- demonstrate the ability to communicate effectively with others within the range of situations required for the job role
- provide ideas, lend assistance to others and resolve conflicts

- identify and fulfill own role in work process and utilize the strengths of others
- deal effectively with resource and time constraints and personal differences
- prepare for and conduct work operations in accordance with procedures
- demonstrate knowledge of effective communication techniques, including active listening, questioning and non-verbal communication

(2) Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Assessment should be by direct observation of tasks and/or samples of work and questioning on underpinning knowledge.

- direct observation
- oral questioning
- written test
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties).

(3) Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.