

Work as a team member to deliver public service

Overview

This standard is for individuals working in public service. It is designed to ensure that the individuals work effectively as members of a team, and carry out their responsibilities to achieve the team objectives. It is also designed to ensure that individuals understand the basics of team work to achieve their objectives.

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Performance criteria

You must be able to:

1. follow organisational procedures at all times
2. maintain your own personal safety and the safety of others at all times
3. treat other team members with courtesy and respect in line with accepted protocols
4. offer help to colleagues within the limits of your responsibility
5. ask for help from colleagues within the limits of their responsibility
6. carry out your responsibilities within the team in line with task requirements
7. improve individual and team performance using feedback from team members
8. communicate to team members using the most appropriate method
9. meet team objectives in line with agreed time schedules

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Knowledge and understanding

You need to know and understand:

1. the requirements of organisational procedures
2. the team's objectives
3. the limits of your responsibility and of team members
4. communication methods and procedures within the organisation and within your team
5. the importance of clear communication within the team
6. the importance of listening to and respecting all views
7. the typical problems that may arise within the team and how to overcome them
8. how, when and to who to report problems beyond your level of responsibility
9. the importance of keeping to the agreed time schedules

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**Scope/range related
to performance
criteria**

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

1 Communication:

1.1 one to one

1.2 group and team

1.3 one to group

2 Task requirements:

2.1 directed (where clear cut roles have been assigned to individuals)

2.2 co-operative (where no individual roles have been assigned)

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