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| Overview | This standard identifies the requirements when you promote the effectiveness of teams.  This includes contributing to developing effective team practice, supporting team members to participate fully in team activities and working within the team to promote its effectiveness. |

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| **Performance criteria**  You must be able to:  You must be able to:  You must be able to: | **Contribute to developing effective team practice**   1. communicate constructively, fairly and inclusively with **team** members 2. give accurate information to team members 3. invite team members to contribute their views and opinions about the team and its work 4. take account of team members’ views and opinions 5. ensure that team members are aware of your activities, providing sufficient information to enable others to take over from you when  necessary 6. ensure that working practices are carried out as agreed by the team 7. identify examples of good team practice as they occur 8. encourage team members to recognise and learn from these examples 9. support effective group dynamics, handling team issues and conflicts constructively 10. report issues that you cannot resolve to the appropriate people 11. record changes to working practices agreed by the team 12. support the team to implement agreed changes   **Support team members to participate fully in team activities**   1. praise team members when they have undertaken team activities effectively 2. identify team members who need support 3. offer sensitive and constructive advice and help to team members 4. offer appropriate support and encouragement to team members who are undertaking new and difficult tasks 5. challenge any abusive, aggressive or discriminatory actions and remarks, explaining to team members why these must be addressed 6. ensure that any interventions with team members are handled appropriately and sensitively 7. offer information and advice to people in a more senior position, in a manner that is consistent with your role and recognises the sensitivities of the situation 8. share information which would be of benefit to **others**, within confidentiality agreements and according to legal and work setting requirements   **Work within the team to promote its effectiveness**   1. contribute to developing a team culture in which people can trust and rely on you 2. identify with team members your own roles and responsibilities andthe roles and responsibilities of other team members 3. identify with team members the specific activities to be carried out by yourself and by others 4. identify with team members how the activities of all members will contribute to meeting the aims, objectives, outcomes and purpose of the team 5. organise your time and resources to carry out your agreed activities effectively 6. carry out your agreed activities within the team 7. invite feedback on your contribution to the team and its effectiveness 8. evaluate your contribution to the team, accepting constructive criticism positively 9. reflect on how effectively you deal with conflicts 10. reflect on how effectively you seek and implement support where issues are beyond your competence and responsibility to deal with 11. identify your own development needs for team working, taking into account the needs of the team, the service and the provision 12. keep accurate and up to date records within confidentiality agreements and according to legal and work setting requirements |

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| Knowledge and understanding  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand: | **Rights**   1. legal and work setting requirements on equality, diversity, discrimination and rights 2. your duty to report any acts or omissions that could infringe the rights of individuals 3. how to deal with and challenge discrimination     **Your practice**   1. legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard 2. your own background, experiences and beliefs that may have an impact on your practice 3. your own roles, responsibilities and accountabilities with their limits and boundaries 4. the roles, responsibilities and accountabilities of others with whom you work 5. how to access and work to procedures and agreed ways of working 6. how to manage ethical conflicts and dilemmas in your work 7. how to challenge poor practice 8. how and when to seek support in situations beyond your experience and expertise     **Personal and professional development**   1. principles of reflective practice and why it is important     **Communication**     1. methods to promote effective communication and enable individuals to communicate their needs, views and preferences     **Handling information**   1. legal requirements, policies and procedures for the security and confidentiality of information 2. legal and work setting requirements for recording information and producing reports 3. principles of confidentiality and when to pass on otherwise confidential information     **Specific to this NOS**   1. how and where to access information and support that can inform your practice about team working 2. theories underpinning effective team working and management 3. theories about leadership and effective leadership styles for team working 4. communication techniques that are effective in promoting effective team working and management 5. power and how it can be used and abused within teams 6. types of team working and how teams may differ in structure, purpose and constitution 7. conditions and issues you are likely to face in your work within teams 8. how to motivate team members to work effectively as a team 9. the best ways to provide constructive information, feedback and advice that focus on the work of team members 10. how to give constructive feedback to the team and the contribution of this to learning and development within the team and its members 11. the range of interactive styles that individuals have and how these may affect ongoing work within the team 12. your role in relation to others in the work team and how it may grow and develop and the potential obstacles to personal development 13. the purpose of agreeing changes in team working with the team as a whole and the reason for individuals taking responsibility for team decision 14. the reason you should take responsibility for your own development and effectively review your own performance progress in team membership and management 15. the effects which work priorities have on team members and how to offer help and support to team members in busy and stressful times 16. different problems that can emerge when working within a team and the actions to take in such situations 17. how to select, structure and provide clear written information and advice in a form which is suitable for team members |

**Additional Information**

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| Scope/range related to performance criteria | The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.  Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.  Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.  **Others** are your colleagues and other professionals whose work contributes to the individual’s well-being and who enable you to carry out your role  A **team** is a group of people working together for a specific purpose; it  may be a work team, a multi disciplinary team or a broader multi agency team |

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| Values | **Values**  Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults.  These include the rights:  To be treated as an individual  To be treated equally and not be discriminated against  To be respected  To have privacy  To be treated in a dignified way  To be protected from danger and harm  To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them  To communicate using their preferred methods of communication and language  To access information about themselves |

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