



Unit 240: Develop working relationships with colleagues

Teamwork

Teams

‘A small group of people who possess complementary skills and who are working together to accomplish common goals.’



Effective teams

A team is effective when:

- Everyone understands the common goals that they are trying to achieve and appreciates that the team's aims are more important than the individual's.
- Everyone has a role in the team and everyone understands the role of each member of the team and the skills each has.
- Everyone is relaxed in the company of the team members and offers support when it is needed.
- There is trust, respect and open communication.
- Everyone shares responsibility for the work.

Organisation's objectives

Every member of staff needs to

- be aware of the organisation's objectives
- understand how the work of the team helps to achieve them
- understand how own role helps to achieve them.

Every team will have its own targets and objectives that feed into the overall organisational ones.

Benefits of teamworking

- shared workload
- best use of individuals' strengths and abilities
- support
- greater productivity
- efficiency
- positive outside image
- motivating
- sense of participation
- mutual support.

Good team player

- knows what is expected of them
- fulfils role
- takes responsibility
- puts the team before self.

