



Unit 240: Develop working relationships with colleagues

Effective working relationships

Team dynamics

The personality styles of those in the group and how they gel together.

The role each has and the understanding of these individual roles in relation to others in the team.

The way the office is laid out, eg screens dividing teams into two.

The tools and technology in use.

The organisational culture.

The processes/methodologies/procedures being used.

The role of good working relationships

- meeting deadlines and targets
- motivation
- sharing workloads
- support and advice.



Develop good working relationships

- co-operation
- courtesy
- openness
- loyalty and friendship
- feedback
- trust
- consideration.

A poor working relationship with others can occur when you:

- work in or create a culture of blame or criticism
- are self-opinionated or dictatorial to others in the team
- argue openly with others
- don't work as hard as the others or leave others to do all the work having them feel they are being taken for a 'mug'.

Purpose of team meetings

- Consultation – to seek out the ideas and opinions of all the team members.
- Monitoring – to monitor progress towards targets and deadlines.
- Decision-making – to arrive at a decision as to action or a way forward that is acceptable to the whole team.
- Problem-solving – to gather ideas for acceptable solutions to any problems that may arise.

Benefits of the team meeting regularly

- information
- exchange of ideas
- time saving
- understanding
- commitment
- consensus
- organisation targets.



Summary

Three key areas that contribute to good working relationships:

- responsibilities
- attitude
- communication.