

Working with others

What you need to know

In developing a strategy, you need to know how to:

- establish opportunities for using skills in working with others over an extended period of time (eg in a programme of study, [or] project...to be carried out over three months or so);
- identify the outcomes you hope to achieve (eg in relation to [an] assignment [or] project...);
- identify relevant sources of information, including people and reference material (eg individuals or groups involved in the activities...) and research the information needed for planning purposes;
- plan work with others for achieving the quality of outcomes required:
 - negotiate the options and the action to be taken, including resources, timescales and possible methods for working together (eg meetings, video-conferencing, one-to-one, group or team tasks, [e-conferencing]);
 - identify the expertise and experience needed for different roles and negotiate responsibilities, including the limits to authority and accountability;
 - negotiate working arrangements, taking into account features of the working situation (eg health, safety, other legal or ethical issues...access to resources).

In monitoring progress, you need to know how to:

- take a leading role in managing an activity in ways that help you and others to be effective and efficient in meeting your responsibilities (eg obtain resources and support from others, such as line manager [tutor]...; ensure health, safety and other legal, ethical or...[other] requirements are met);
- establish and effectively maintain cooperative working relationships, including ways to motivate people (eg offer support and

encouragement, use humour to release tension, address complaints of harassment and actions which may discriminate against or offend others, or disrupt their work, by following the correct procedures);

- exchange feedback on the extent to which work is meeting expected quality and timescales, and agree ways to resolve any difficulties, by making own views and feelings known and responding sensitively to those of other people (eg attend to status, cultural differences);
- monitor and critically reflect on your use of skills in working with others, noting choices made and judging their effectiveness (eg impact on working relationships, the quality of work);
- adapt your strategy to overcome difficulties and produce the quality of outcomes required.

In evaluating strategy and presenting outcomes, you need to know how to:

- negotiate and develop effective ways of presenting the outcomes from your work (eg written, oral, [e-working,] visual methods, physical products, a performance, working models), agreeing refinements with those involved;
- use the skills of those involved to clearly present information that suits your purpose (eg agree roles and responsibilities, drawing on individual strengths);
- assess the effectiveness of your strategy, identifying factors that had an impact on the outcomes (eg resources, time, team motivation, action of others, own levels of confidence, skills and knowledge);
- identify ways of further developing your skills in working with others.

What you must do

You must:

Provide at least **one** example of meeting the standard for WO4.1, WO4.2 and WO4.3, to include work in a group or team situation. You must exchange constructive feedback on progress on two occasions (for WO4.2).

Evidence must show you can:

<p>WO4.1</p> <p>Develop a strategy for working with others.</p>	<p>4.1.1 establish opportunities for working with others and clearly identify what you hope to achieve;</p> <p>4.1.2 research information to inform planning and how you will work with others;</p> <p>4.1.3 plan work with others, negotiating responsibilities and working arrangements for achieving agreed objectives.</p>
<p>WO4.2</p> <p>Monitor progress and adapt your strategy to achieve agreed objectives</p>	<p>4.2.1 take a leading role in helping you and others to develop effective co-operation and efficiently meet your responsibilities;</p> <p>4.2.2 exchange constructive feedback on progress and agree ways to resolve any conflict;</p> <p>4.2.3 reflect critically on your work with others and adapt your strategy as necessary to achieve agreed objectives.</p>
<p>WO4.3</p> <p>Evaluate your strategy and present the outcomes from your work with others.</p>	<p>4.3.1 bring together and clearly present the outcomes of your work with others;</p> <p>4.3.2 agree the extent to which work with others has been successful and the objectives have been met;</p> <p>4.3.3 assess the effectiveness of your strategy, including factors that affected the outcomes, and identify ways of further improving your skills in working with others.</p>