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| Title: | **Developing the work team** | | |
| Level: | 2 | | |
| Credit value: | 1 | | |
| Unit guided learning hours | 6 | | |
| Learning outcomes (the learner will) | | Assessment criteria (the learner can) | |
| 1. Understand the nature of teams | | 1.1  1.2  1.3 | Explain how teams differ from groups in the workplace  Describe the behavioural characteristics of an effective team  Outline the stages of team development using a recognised model |
| 1. Understand the advantages and disadvantages of team working | | 2.1  2.2  2.3 | Identify the responsibilities of team members  List the advantages of working in a team  List the disadvantages of working in a team |
| **Additional information about the unit** | |  | |
| Unit purpose and aim(s) | | To develop an understanding of developing the team as required by a practising or potential team or cell leader. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | Links to MSC 2004 NOS: D7 | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | Council for Administration (CfA) | |
| Equivalencies agreed for the unit (if required) | | n/a | |
| Location of the unit within the subject/sector classification system | | 15.3 Business Management | |

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| **Additional Guidance about the Unit** | |
| **Indicative Content:** | |
|  | * Definition of a workplace team and how it differs from a group * Advantages and disadvantages of teams in the workplace * Examples of typical team structures * Tuckman’s model of team development – forming, storming, norming and performing * An outline of team roles and responsibilities and how to use this in leading the team * Belbin |
|  | * Impact of change upon the team * Basic training needs analysis for group and individuals * How to identify practical opportunities for training and resource requirements * Simple job instruction techniques |