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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
 | 1.11.21.3 | Explain how teams differ from groups in the workplaceDescribe 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
 | 2.12.22.3 | Identify the responsibilities of team membersList the advantages of working in a teamList 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
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|  | * 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
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