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| Title: | **Understanding effective team working**  |
| Level: | 2 |
| Credit value: | 1 |
| Unit guided learning hours | 3 |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1 Understand effective working teams | 1.11.21.31.4 | Identify the characteristics of an effective team and the advantages of working in a teamIdentify possible barriers to effective team workingOutline the possible effects of identified barriers on the team Explain how to create and maintain an effective team |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To develop an understanding of effective teams. |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to MSC 2004 NOS: B5, D1 |
| 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) | M2.28 Understanding effective team working |
| Location of the unit within the subject/sector classification system | 15.3 Business Management |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * Differences between groups and teams, particularly in the workplace
* Characteristics of a good team and the advantages of team working
* How groups are formed (eg Tuckman)
* How to identify team roles and their implications (eg Belbin); how personal values can affect the team
* Possible types of problem behaviour and causes of disagreement and conflict
* Role of self and others in organisation to deal with differences
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