

Work effectively as part of a team in a retail organisation

Overview

This standard is about working effectively with your colleagues in your retail organisation to achieve results together. It is about coordinating efforts, participating in a team, as well as getting along with colleagues from day to day.

This standard is for all retail team members.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

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Performance criteria

You must be able to:

1. ask colleagues promptly and politely for the help and information needed to carry out your duties effectively in your team
2. use your retail organisation's procedures for reporting to team leaders and how teams are formed
3. participate in team briefings and meetings in ways that benefit the team and your retail organisation
4. work effectively to follow your retail teams daily, weekly, monthly and yearly targets
5. respond willingly and promptly to colleagues' requests for help and information when your workload allows and without taking on more responsibility than you are authorised to
6. follow relevant legal and your retail organisation's procedures when other team members are not working effectively or fairly to others
7. follow your retail organisation's instructions for safeguarding health and safety during all work activities

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Knowledge and understanding

You need to know and understand:

1. how to keep track of how much work is to be done and how long it is likely to take
2. why and when help should be sought
3. how teams work effectively together
4. what team briefings and meetings there are and when they are held
5. how to participate effectively in team briefing and meetings
6. what your retail organisation's procedures are for forming teams and 'who is who' in each team
7. why help should be offered to colleagues and how to respond positively to requests for help, whenever possible
8. what your team's daily, weekly, monthly and yearly targets are
9. how the relevant law and your retail organisation define discrimination, bullying and harassment
10. your retail organisation's procedures for dealing with discrimination, bullying and harassment
11. why your retail organisation's instructions for safeguarding health and safety must be followed

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Links to other NOS PPL.E106 Follow a training plan for your own learning to improve your skills and knowledge in a retail organisation



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