



Australian Government

SIRXCOM002 Work effectively in a team

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to communicate and work cooperatively with both peer and senior team members to contribute to the achievement of team goals.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Communication and Teamwork

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Communicate with team members.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Communicate effectively with team members giving consideration to cultural and other differences.
- 1.2. Check understanding of work requirements and seek clarification to prevent misunderstandings as required.
- 1.3. Display respect to team members and adherence to workplace expectations when interacting with others.
- 1.4. Maintain open communication with team members to ensure transfer of information.

- 1.5. Share information and ideas with team members to enhance work outcomes.
2. Actively participate in retail teams.
 - 2.1. Identify individual tasks for completion and responsibilities for contributing to the achievement of team goals.
 - 2.2. Carry out tasks and responsibilities to achieve workplace goals and organisational expectations.
 - 2.3. Work cooperatively with team members to maximise efficiency and quality of daily work outcomes.
 - 2.4. Seek, acknowledge and act upon constructive feedback from others.
 - 2.5. Participate in team problem-solving to improve team outcomes.
 - 2.6. Interact with team members to foster a positive team and work environment reflective of the organisational culture.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communication skills to:	<ul style="list-style-type: none"> • use open questions and paraphrasing to confirm correct understanding of work requirements • use gestures or simple words to communicate where language or communication barriers exist.
Self-management skills to:	<ul style="list-style-type: none"> • recognise when assistance is required of self or others and engage the appropriate support.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>