Australian Government

Department of Education, Employment and Workplace Relations

CUECOR02B Work with others

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CUECOR02B Work with others

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge needed to work harmoniously and effectively with team members, colleagues and others in a work environment.   This is a core skill which underpins effective work performance in cultural industries.
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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

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Element	Performance Criteria
1 Participate in the work/group process	1.1 Correctly identify work requirements relevant to the group/process
	1.2 Correctly identify own role and roles of others in meeting work requirements, and carry out own role
	1.3 Provide assistance to others involved in the work group/process, as required, and make other constructive contributions to meeting work requirements
	1.4 Take time and resource constraints into account in fulfilling work requirements
	1.5 Apply the organisation's work policies, procedures and conventions covering acceptable workplace conduct to work place activities
	1.6 Take individual differences into account in achieving work requirements
	1.7 Use strengths of individuals to develop others in the group, sharing learning as part of the group process
2 Contribute to the flow of information and ideas	2.1 Share information and ideas relevant to the work with others to enhance work outcomes
	2.2 Provide relevant, timely and accurate information to others, as required
	2.3 Seek information and ideas from others as required to assist achievement of work requirements
	2.4 Record information in the required detail and item frame in the specified format
	2.5 Compile and maintain work information systematically and accurately and file for ease of retrieval as required
	2.6 Identify any linguistic and cultural differences in communication styles and their relevance to the context

3	Deal effectively with issues, problems and conflicts	3.1	Identify issues, problems and conflicts encountered in the work place
		3.2	Discuss issues, problems and conflicts with team members and suggest possible ways of dealing with them as appropriate or refer them to the appropriate person

Required Skills and Knowledge

Not applicable.

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Evidence Guide

Underpinning skills and knowledge
Assessment must include evidence of the following knowledge and skills:
individual roles and responsibilities and relationships to others, including duty of care
techniques for managing own work load, eg meeting deadlines, acknowledging if tasks are beyond current capacity, handling tasks or problems as far as possible then referring on to others as required
acceptable workplace conduct, including regular attendance, punctuality, maintaining an orderly workspace, appropriate standards of personal presentation and hygiene, self-confidence and self-respect, acceptance of constructive criticism and a willingness for self-improvement, a good-humoured approach to others and adaptability and flexibility
understanding of team work principles
knowledge of effective communication techniques, including active listening, questioning and non-verbal communication
broad understanding of conflict resolution techniques
Occupational Health and Safety principles as they apply to working within a team environment.

Linkages to other units
This unit underpins effective work performance in all areas, and combined assessment and/or training with any other service or operational unit would be appropriate, for example:
CUSGEN02B - Work in a culturally diverse environment

Critical aspects of evidence
The following evidence is critical to the judgement of competence in this unit:
ability to communicate effectively with others within the range of situations required for the job role
ability to work effectively as part of a team
knowledge of effective communication techniques, including active listening, questioning and non-verbal communication.

Method and context of assessment
The assessment context must provide for:
practical demonstration of skills through interaction with others
project or work activities that allow the candidate to respond to multiple and varying communication situations relevant to the job role.

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:
direct observation of the candidate carrying out work tasks involving dealing with others
role plays about communication situations and dealing with conflicts and misunderstandings
oral or written questioning to assess knowledge of communication techniques
portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Resource requirements

There are no particular resource requirements for assessment of this unit.

Key competencies in this unit

Key competencies are built into all workplace competencies.   The following table describes those applicable to this unit.   Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Collecting, **organising and analysing information**   (1)

Seeking out and reviewing information related to work activities.

Communicating ideas and information   (1)

Providing customers with information about products and services, assisting them with requests.

Planning and organising activities   (1)

Planning, organising and prioritising work tasks and responsibilities.

Working with others and in teams   (1)

Working co-operatively with colleagues.

Using mathematical ideas and techniques   (1)

Not Applicable

Solving problems   (1)

Working out solutions for communication problems.

Using technology   (1)

Using computers or other business equipment.

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self-confidence and self-respect, acceptance of constructive criticism and a willingness for self-improvement, a good-humoured approach to others and adaptability and flexibility understanding of team work principles

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broad understanding of conflict resolution techniques

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Using computers or other business equipment.

Range Statement

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Working with others may involve:

one-to-one communication in a group or team

taking part in informal discussions

following instructions

consulting with the community

taking part in meetings

dealing with conflict.

Work requirements may include:

goals

objectives

priorities

specified targets or results

time frames

coordination with other work processes

clear role definitions

application of particular procedures

organisation of work materials

roster arrangements or particular approaches to work processes specified by the organisation or work group.

Groups may be:

established or ad hoc work units

working parties

task forces

committees

self directed teams.

Information and ideas relevant to work may include assistance to new staff and sharing of knowledge of particular tasks or work requirements.

Techniques to resolve issues, **problems or conflicts may include**:

problem solving

negotiation

conflict resolution

use of a mediator or conciliator.

Working with others requires individual diversity to be taken into account especially in relation to:

cultural, racial and ethnic background

physical requirements

gender

languages

customs

religious and traditional beliefs.

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Unit Sector(s)

Not applicable.