**MODULE CONTENT**

| Unit of Competency | **WORK WITH OTHERS** |
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| Module Title | **WORKING WITH OTHERS** |
| Module Descriptor | This unit covers the skills, knowledge and attitudes required to develop workplace relationship and contribute in workplace activities. |
| Nominal Duration | **8 hours** |
| Summary of the Learning Outcomes: | |
| Upon completion of this module the student must be able to: | |
| LO1. Develop effective workplace relationship | |
| LO2. Contribute to work group activities | |

**LEARNING OUTCOME #1**

**DEVELOP EFFECTIVE WORKPLACE RELATIONSHIP**

**ASSESSMENT CRITERIA:**

1. Duties and responsibilities are done in a positive manner to promote cooperation and good relationship.
2. Assistance is sought from work group when difficulties arise and addressed through discussions.
3. Feedback provided by others in the team is encouraged, acknowledged and acted upon.
4. Difference in personal values and beliefs are respected and their values acknowledged in the development.

**CONTENTS:**

* Job description and employment arrangement.
* Organization’s policy relevant to work role
* Team structure
* Supervision and accountability requirements including OHS
* Code of conduct
* Assisting a colleagues
* Open communication channels
* Acknowledging satisfactory/unsatisfactory performance
* Formal/informal performance appraisal
* Obtaining feedback from supervisor and colleagues and clients
* Personal reflective behavior strategies
* Routine organization methods for monitoring service delivery
* Ethical sentences

**CONDITION:**

The students/trainees must be provided with the following:

* Work group
* supervisor or manager
* peer/work colleagues
* other members of the organization

**METHODOLOGIES**:

* Direct observation
* Simulation /role playing
* Case studies

**ASSESSMENT METHODS:**

* Written exam/test
* Practical/performance test

**LEARNING EXPERIENCES**

**LEARNING OUTCOMES NO. 1**

**DEVELOP EFFECTIVE WORKPLACE RELATIONSHIP**

| **Learning Activities** | **Special Instructions** |
| --- | --- |
| Read Information Sheet 2.1-1 Job description and employment arrangement. | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 2.1-1 Job description and employment arrangement. | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 2.1-1 |

**INFORMATION SHEET 2.1-1**

**JOB DESCRIPTION AND EMPLOYMENT ARRANGEMENT.**

**Learning Objectives**:

After reading this Information Sheet, you must be able to:

1. Define the importance of job description
2. Describe the typical structure of job description
3. Types of employment



**INTRODUCTION**

**JOB DESCRIPTION**

A **job description** is a document intended to provide job applicants with an outline of the main duties and responsibilities of the role for which they are applying.

The description is usually drawn up by the individual in the organization responsible for overseeing the selection process for the role, often with the help of the company’s HR department and/or an external recruiter.

1. **IMPORTANCE OF JOB DESCRIPTION**

A job description is an essential part of the job application process as, with the right information, it should help applicants to determine whether the role is in line with their skill set and whether it is a job they actually want to do.

From the organization’s perspective, the job description is vital in ensuring that the applications received for the position closely match the needs of the role itself.

It helps HR departments and external recruiters to streamline the selection process and receive a high concentration of candidates who are suitable for interview or further selection.

A job description helps to streamline the selection process.

**What are the Main Uses of a Job Description?**

There are many benefits to an effective job description. Here are just some of its key uses:

* To provide the employee with the expectations that are required of them in the role
* To provide enough detail to help the candidate assess if they are suitable for the position
* To support the recruitment team during the selection process
* To help formulate questions for the interview process
* To allow the prospective employee to determine their role or standing within the structure of the organization
* To assist in forming a legally binding contract of employment
* To help set goals and target for the employee upon joining
* To aid in the evaluation of the employee’s job performance
* To help formulate training and development plans

**What Is Typically Included in a Job Description?**

A well-rounded job description should clearly identify the purpose of the role as well as the key tasks to be performed and the main accountabilities of the position.

**What Is a Job Description and Why Is It Important?**

The document will also usually also include a brief background and overview of the organization, as well as the name or position of the employee the successful candidate will be reporting to.

In addition, you can also expect to find an explanation of the kind of candidate the organization is looking for. This might include their professional experience and achievements, skill set, educational background and qualifications, as well as any desired personality traits.

The description will also include practical information, such as where the job is based, whether it’s full or part-time and, in most cases, the intended salary.

The key points that would normally be included in a job description include:

* Title and summary of the role
* List of duties
* Desired professional experience
* Education level and desired qualifications
* Core skills required for the position
* Necessary certificates, licenses and registrations
* Who the prospective employee will directly report to
* Whether the employee has any subordinates reporting to them
* Physical requirements (if needed)
* Work environment
* Employment conditions

1. **TYPICAL STRUCTURE OF A JOB DESCRIPTION**

A job description should follow a simply laid out, accurate format that clearly defines the needs of the role. While the actual structure will typically vary between roles and organizations, a well-rounded job description will normally be loosely structured as follows:

* Job Title
* Location
* Reports to
* Job Purpose (a brief line or two)
* Responsibilities/duties (detailed)
* Essential and desirable criteria
* Company/ team overview
* Application information

**Limitations of a Job Description**

It can be very difficult to capture what a job will really entail within a few short paragraphs.

Furthermore, some positions within an organization may be newly created roles and, when creating the job description, it may not always be possible to fully foresee the way the role will develop and be adapted over time.

1. **TYPES OF EMPLOYMENT IN THE PHILIPPINES**



There are five different types of employment in the Philippines and they are determined by the nature and/or existence of activities that an employee is required to perform. The employer establishes the terms and conditions of the employment contract, which should be structured according to the legal provisions set by Philippine labor laws and regulations.

1. **Regular or Permanent Employment**

Regular or Permanent Employment is when an employee performs activities that are usually necessary or desirable in the usual business or trade of the employer. They enjoy the benefit of security of tenure provided by the Philippine Constitution and cannot be terminated for causes other than those provided by law and only after due process is given to them.

However, some employers can require their new employees to undergo probationary employment before they can be qualified for regular employment. Although probationary employment is not a formal type of employment in the Philippines, it is widely practiced to help employers observe the skills, competence, and performance of new employees and determine if they are able to meet the reasonable standards to become permanent employees.

Under Article 281 of the Labor Code of the Philippines, the maximum length of probationary employment shall be six (6) months, and is counted from the date an employee started working. When the employment is not terminated after the six-month probationary period, it shall then be considered regular employment. It is important to note that the employer must notify the employee of the probationary period and the standards they must satisfy on or before the end of the probationary employment. If the employee is not properly notified of the arrangement, then they are prescribed by law to be classified as a regular employee from the time they started working for the company.

1. **Term or Fixed Employment**

Term or Fixed-Term Employment is when the employee renders service for a definite period of time and the employment contract must be terminated after such period expires. This type of employment is determined not by the activities that the employee is expected to perform but by the commencement and termination of the employment relationship.

Fixed-term employment is highly regulated and is subject to the following criteria:

be voluntarily and knowingly agreed upon by the parties without any force, duress or improper pressure being brought to bear upon the employee and absent any vices of consent; or

it satisfactorily appears that the employer and the employee dealt with each other on more or less equal terms with no dominance exercised by the former over the latter.

1. **Project Employment**

Project Employment is defined when an employee is hired for a specific project or undertaking and the employment duration is specified by the scope of work and/or length of the project. A project employee may acquire the status of a regular employee when they are continuously rehired after the completion of the project or when the tasks, they perform are vital, necessary, and indispensable to the usual business or trade of the employer.

1. **Seasonal Employment**

Seasonal Employment is when the work to be performed is only for a certain time or season of the year and the employment is only for that duration. This type is common practice to Retail, Food and Beverage, Hospitality and other related industries as augmentation to their workforce to cover for the demand during peak seasons.

A common practice for some employers is to hire “regular seasonal employees” who are called to work during peak seasons (e.g. Christmas season) and are temporarily suspended during off-seasons. These employees are not separated from service but are only considered on Leave of Absence (LOA) without pay until re-employed.

1. **Casual Employment**

There is Casual Employment when an employee performs work that is not usually necessary or primarily related to the employer’s business or trade. The definite period of employment should be made known to the employee at the time they started rendering service.

If the employee has rendered service for at least one (1) year in the same company, whether the casual employment is continuous or not, they shall be considered a regular employee with respect to the activity they are employed and will continue rendering service while such activity exists.

This unit describes the performance outcomes, skills and knowledge required to work in a group

environment promoting team commitment and cooperation, supporting team members and dealing with issues, problems and conflict.

The group process leads to a spirit of cooperation, coordination and commonly understood procedures and conventions

**Types of Workgroups**

Workgroups can be divided into two main types:

1. A formal group in an organization is established by management to perform specific tasks in order to meet the goals of the organization. It may consist of a committee, a department, a section, or some other unit in the workplace. In these groups, relationships and procedures are regulated through formal processes, as in formal meetings.
2. An informal group forms naturally around the workplace as, and when, the people involved feel like it. These could be ‘interest’ or ‘friendship’ groups.

**Types of Work Teams**

The terms ‘team’ and ‘group’ are often used in the same context, but, while a team can be classified as a group, a group may not conform to the specific criteria for a team. The key elements of a team are that members are operating within a charter. Members of a team see themselves as having specified roles, and they acknowledge that the team is accountable for achieving a specific organizational goal.

A **project work team** is created to complete a particular task or project. Members are chosen because their qualifications and experience are useful to the team’s purpose. The members are chosen by management, and the team disbanded when the project is finished.

A **participative work team** is able to take some initiative and to participate in decision-making within the group. It is created to complete a range of duties.

A **self-managed team** creates new ideas, makes decisions and achieves results. This type of team is suited to a dynamic and flexible organization, in which teams need to respond quickly to

changing circumstances.

A committee or subcommittee is a group of people with skills and knowledge formed to complete a specific task, which might involve presenting information at a large, formal meeting.

**Group Dynamics**

Any group has a ‘personality’ of its own, which is composed of the individual personalities of the people in it. A good example of this is a class of students. Each group of students is different from any other, and one person can change the whole dynamics of a particular class. This is caused by the ‘synergy’ of the group

**Synergy** is described as ‘the whole being greater than the sum of the individual parts. Group synergy can be either positive or negative. In an organization, good team effectiveness can act as a powerful socializing agent.

Examples of this are helping new employees with organizational policies and procedures, and working together to get jobs done more quickly and to a higher standard, using cooperation and reciprocation.

**Group Behavior**

In addition to completing tasks and achieving goals, members of a group or team relate to one another. Each person brings interpersonal concerns to the team, and these concerns become part of the group process. There are three interpersonal concerns within groups:

1. Control
2. Acceptance
3. Inclusion

In a team with inclusion, control and acceptance, group leaders and members are accessible to one another. No one person monopolizes the conversation or the decision-making, or interrupts while others are talking. As a member, you are given space to put forward your views.

**DEVELOP EFFECTIVE WORKPLACE RELATIONSHIPS**

When you work in an office, many of the tasks performed in a work environment are in some way

performed as part of a group or a team. In today’s rapidly changing work environment it is unlikely that any one person will have all the skills needed to complete every task. So workgroups are formed from people with a range of skills, which are pooled. Once these people are able to relate to one another and link their knowledge and skills with those of the other members of the group, the group is able to perform effectively.

1. **IDENTIFY OWN RESPONSIBILITIES AND DUTIES IN RELATION TO WORKGROUP MEMBERS**

Group members will include other members of the organization, including peers/work colleagues, your supervisor or manager and your coach/mentor. All these people are expected to work within the organization’s team structure which includes:

* Organizational code of conduct
* Organizational procedures and policies
* Supervision and accountability including OHS
* Job description and specification relevant to work role
* Using a courteous and helpful manner at all times
* Completing allocated tasks as and when required
* Seeking assistance from an appropriate person if difficulties arise
* Using active and effective listening and questioning to clarify instructions and responsibilities.

**Group norms**- these are known behaviors that are expected by all members of a group/team. These are unwritten ‘rules’ and ‘standards’ which develop within a specific group/team as people react with one another. Norms help a group to avoid a state of utter confusion and disorder as the inputs of different individuals are organized into a collective group. These norms usually include the following.

1. **Behave in a Courteous and Helpful Manner**

In any workplace you will be involved with other people. Some people get on really well together,

but other people appear to have personality clashes. But cooperation is necessary to work as a group or team in order to complete work tasks and reach the corporate goals. Mutual respect means treating other people as you would like to be treated yourself, including acknowledging other people’s cultural and religious beliefs. Cooperation is essential for developing the ability to relate effectively to management, customers/clients and colleagues, to work as a team and to communicate well at an interpersonal level. For example, when one section of the business is working to complete a large order, staff from other sections will help out. Reciprocal effort at a personal level means that if you have a quiet period you will help someone who has a deadline to meet, and they will then help you when you have a large volume of work.

1. **Complete Allocated Tasks as and When Required**

As you are working as part of a team or group, how you complete your tasks affects the completion

of tasks by other people. You should therefore identify and plan and prioritize your work goals

linked to organizational goals.

1. **Seek Assistance When Difficulties Arise**

Effective group performance is very important to the organization if the goals of the company are to be achieved. If groups of people are not working well together, this is an indication of internal

problems within the group and ultimately within the organization. Therefore, assistance should be sought from a supervisor or manager to help solve the problems before production is affected.

1. **Questioning Techniques to Clarify Instructions**

Active and effective listening is the process of receiving a message and relaying back to the sender

exactly what the sender intended. This prevents misinformation, improves morale, rapport and trust levels with other people, and improves teamwork.

For example, if you are not listening correctly when you are working with other people, you will not perform your tasks effectively.

1. **Active and Effective Questioning**

Many people speak very badly, or have a different accent to yours, and it might be difficult understand what they are saying. If you have to ask someone to repeat what they have said, particularly on the telephone, they are sometimes impatient and think you are being stupid. This is very far from the case. If you repeat what someone has said to you at work, it shows that you are working efficiently and effectively. You are clarifying what they have said to make sure you do not make any mistakes

1. **TAKE TIME AND RESOURCE CONSTRAINTS INTO ACCOUNT**

Completion of your own work tasks is linked to the completion of the tasks of your workgroup and this can be affected by a number of factors:

* breakdown of machinery
* interruption to electricity supply
* either yourself or other members of staff being away ill
* availability of time in order to complete work tasks
* availability and delivery of resources
* cutting costs and downsizing of staff.

This is when reciprocal effort and cooperation come into effect and when assistance might have to be sought from a supervisor or manager.

1. **ENCOURAGE, ACKNOWLEDGE AND ACT UPON CONSTRUCTIVE FEEDBACK**

Feedback from groups can be even more useful than that from individuals, as the varying perceptions or ideas are pooled from a number of people and cover the problem from all viewpoints not just from the viewpoint of one person. This can mean a more successful outcome for the problem. Feedback from members of the group or other personnel in the organization can help you to improve your work performance. This includes:

* Appraisal by superiors is usually an official appraisal at the end of a year by your supervisor or manager.
* Self-appraisal is a very useful tool as it involves the employee in the evaluation process. This helps to clarify an employee’s role and reduces role conflict.
* Peer appraisal, for example when a group member appraises another group member, can be

useful when used in coaching and mentoring programs, and when used as part of periodic group-appraisal programs, which contribute to team building.

* Customer feedback is the key to any system control. A customer’s feedback on your performance is an indication of how well you are performing your duties.

All tasks in a work environment are performed as part of a group or team. Many innovative ideas are

produced by groups of people.

Feedback from all these sources can point out your strengths and weaknesses. Areas of weakness will

be listed and ways to raise your competency recommended. These might include:

* help from colleagues and/or your supervisor
* extra training by the company
* mentoring and coaching by more experienced employees
* using training manuals and books for improving technological skills
* enrolling in a training course such as this one.