



# ANIMAL HEALTH CARE SERVICE

Level -I

## Learning Guide #13

Unit of Competence: Work with Others

Module Title: Working with Others

LG Code: AGR AHC1 M04 LO2-LG-13

TTLM Code: AGR AHC1 TTLM 0919V1

**LO1: Contribute to work group activities**

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Providing support
- Applying time management strategies
- Identifying importance of communication
- Identifying strategies and opportunities for improvement of the workgroup

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Provide support
- Apply time management strategies
- Identify importance of communication
- Identify strategies and opportunities for improvement of the workgroup

### **Learning Activities**

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1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheets-
3. Accomplish the “Self-check.
4. If you earned a satisfactory evaluation proceed to “Information Sheet. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
5. Submit your accomplished Self-check. This will form part of your training portfolio.
6. If you earned a satisfactory evaluation proceed to “Information Sheet -3”. in page -. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #---.
7. Submit your accomplished Self-check. This will form part of your training portfolio

## **1 Contributing to workgroup activities**

### **1.1 Providing support**

It is important to provide support to team members to ensure that workgroup goals are met. Providing support to team members may include

- explaining or clarifying policies, procedures, instructions etc
- helping colleagues to complete tasks on time, especially if you have completed your own tasks ahead of schedule
- assisting with solving problems
- providing encouragement in order to foster a positive attitude
- providing feedback to another team member
- undertaking extra tasks if necessary.

### **1.2 Time management strategies**

In order to ensure workgroup goals are met, it is important to apply time management strategies, including

- prioritising: the ordering of tasks so that the most important are completed first and so on to the least important.
- delegation: passing on specific tasks for completion by someone else, particularly if that person is more skilled to complete the job than you are.
- problem-solving: often achieved by brainstorming so that the best method of solving the problem is adopted and agreed on by all team members.
- decision-making: often the responsibility of the team leader so that tasks are completed within the set deadline.

### **1.3 Communication**

Effective communication is important so that

- team members understand and agree with team goals
- goals and tasks can be clarified

- team members understand how their tasks fit in with other people's tasks
- problems can be sorted out before they become too serious
- information that affects team goals can be shared
- the team can evaluate their progress and discuss ways to improve their work.

Communication may either be oral or written.

Oral communication methods may include

- discussion: to share ideas to facilitate a job being completed on time
- debate: when two people do not agree so put forward their point of view in order to convince the other person
- negotiation: when people discuss their differences of opinion but are willing to compromise with each other in order to get a job done
- speeches: for example, in a training session.

Written communication methods may include

- instructions: to explain how a task must be completed in order to limit misunderstanding
- schedules: to prioritise tasks so that the most important is completed first
- reports: often used as feedback or when evaluating a task/procedure.

#### **1.4 Strategies and opportunities for improvement of the workgroup**

It is important that strategies and opportunities for improvement of the workgroup are identified and planned in liaison with the workgroup. Some strategies or opportunities may include

- holding meetings: an important way for members to communicate and solve problems.
- brainstorming: many people are able to contribute ideas, particularly when trying to solve a problem, so that the best alternative is adopted.
- coaching, mentoring or supervision: enables more experienced personnel to help the less experienced in order to improve the latter's efficiency and performance.
- formal and informal training provisions: formal includes attending courses whereas informal is often one colleague helping another, which will improve the performance of the person receiving the training.
- internal and external training provisions: internal training occurs on site whereas external is held another College or other business premises, depending on the size and resources of the business. All training would result in improvements in awareness, performance and efficiency of the workgroup.

- work experience or exchange opportunities: allows a worker to see what is occurring in other work venues and can share ideas with team members to improve work performance of team.
- personal study: to improve knowledge and performance, which can then be shared with other team members.
- career planning and development: to have a plan for the future, which can benefit the team.
- performance appraisals: will identify the need for further training.
- workplace skills assessment: to determine what skills the members of a particular workplace have so that workgroups can be chosen with the knowledge that the best people for a certain task will be chosen to maximize the outcomes.
- recognition of prior learning: to ensure that the most experienced or the person with the most training will be chosen for each task to ensure that tasks are completed on time

<b>Self-Check</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

Directions: Answer all the questions listed below.

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1. List at least five importance of effective communication.

1.1.

1.2.

1.3.

1.4.

1.5.

**Note: Satisfactory rating - 10 points and above Unsatisfactory - below 10 points**

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You can ask your teacher for the copy of the correct answers.

## Answer keys of learning guide

Self-Check 1	Written Test
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1. can be achieved by following

- The requirements of your job description
- The goals and objectives of both the organization and the team in which you are working
- The organization's business plan
- The organization's supervision and accountability requirements
- Legal requirements, such as Occupational, Health and Safety regulations
- Anti-discrimination policy
- Access and equity principles
- Workplace policies/ethical standards or industry Code of Conduct.

2. To respect diversity is to recognize each individual for his/her unusual and unique talents. These talents are as multifaceted and complex as the individual they belong to. Learning how to deal with diversity involves acquiring some new skills. In fact, succeeding at work is very difficult for those who are unable to collaborate with a diverse group of people.

Self-Check 2	Written Test
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1 Effective communication is important so that

- team members understand and agree with team goals
- goals and tasks can be clarified
- team members understand how their tasks fit in with other people's tasks
- problems can be sorted out before they become too serious
- information that affects team goals can be shared
- the team can evaluate their progress and discuss ways to improve their work.