

Unit 202: Understand business success

Worksheet 14: Know the contribution that people make to a business

Describe the **characteristics** of an effective team:

What is meant by onboarding of new staff?

List examples of the following content that you would expect in an induction process

Key content	Example
Introduction to the organisational structure	Organisational chart, manager and supervisor responsibilities, etc.
Key policies and procedures	
Health and safety policy	
Rules and regulations	
Standard operating procedures	
Employment rights	
Performance management system	

List three benefits of good teamwork:

1. _____
2. _____
3. _____

Explain the following key principles of good teamwork:

Defined goals and objectives	
Clear roles and responsibilities	
Honest communication	
Accountability	

Describe how interactions between departments contribute to success:
