Unit 202: Understand business success

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

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

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What is meant by onboarding of new staff?

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

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| 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. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Explain the following key principles of good teamwork:

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| **Defined goals and objectives** |  |
| **Clear roles and responsibilities** |  |
| **Honest communication** |  |
| **Accountability** |  |

Describe how interactions between departments contribute to success:

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