











## TEAMWORK STANDARD

The aim of this document is to set an expected standard of team behaviour that both managers and staff seek to achieve, for the benefit of both the employee and the Company.

There are many benefits of working in an organisation that supports these principles such as the satisfaction of being part of a successful team, pride in achievement and respect of management and colleagues.

Employee Rights		Employee Responsibilities
You have the right to expect your manager to:		Your manager has the right to expect you to:
1. Be honest and open with you.		1. Leave cynicism behind, it is easy to criticise, much harder to support.
2. Lead from the front and set an example of good behaviour.		2. Care about your work and your colleagues.
3. Allow you room to make appropriate decisions.		3. Work with management to achieve the goals of the business in giving excellent customer service and exceeding our budgets and targets.
4. Listen to and act on, your reasonable ideas and suggestions.		4. Do more than the minimum required for your everyday work, particularly to help customers or colleagues.
5. Coach, challenge and give regular feedback in a constructive manner so that you are able to monitor your performance.		5. Come up with ideas to improve the business and communicate these to your manager.
6. Set you reasonable, achievable but challenging objectives.		6. Have the courage to challenge management when you reasonably disagree with plans or policies.
7. Set a standard of excellence in all aspects of his or her work.		7. Aim for excellence in all aspects of your work.
8. Exhibit the company Values.		8. Believe in the company Values.
9. Support you when problems arise and seek ways to prevent them re-occurring rather than finding a person to blame.		9. Challenge colleagues if they are not supporting the team.
10. . Have a sense of humour.		10. Have a sense of humour.