

# 1.2 Working with Others

Like most employees, zookeepers work as part of teams and alongside teams of people from a variety of different disciplines. Furthermore, through their breeding programmes, co-operation on European standards and under a variety of directives, zoos are part of a wider community and zookeepers need to be able to collaborate effectively in this context. In particular, they should develop competencies in the following areas:

- Professional Networks: zookeepers identify and develop networks appropriate to their role and know how to develop and contribute to networks at an organisational, national and European levels.
- Working Relationships: zookeepers develop working relationships with colleagues that are productive in terms of supporting and delivering their work and that of their organisation.
- Communicating with Others: zookeepers understand their role within a team and how they can influence others.

	Zookeepers working at Competent level can:	Zookeepers working at Proficient level can:	Zookeepers working at Expert level can:
1.2.1 Professional Networks	Participate in professional networks at an institutional level (e.g. by attending and contributing to meetings relevant to their work)	Identify key stakeholders for their area of work, including departments and individuals within their organisation, regional, national and international associations as appropriate	Explain how they identify and network with key stakeholders
		Contribute to regional and national professional networks	Create opportunities for networking, through organising meetings and/or proactively being involved in committees and working groups

1.2.2 Working Relationships	<b>Establish</b> working relationships with all colleagues who are relevant to the work being carried out	<b>Describe</b> how to select and successfully apply different methods for communicating with people across their area of responsibility	<b>Describe</b> the benefits of developing productive working relationships with colleagues and stakeholders
	<b>Understand</b> difficult situations and issues from their colleague's perspective and provide support, where necessary, to move things forward		<b>Explain</b> the principles of effective communication and how to apply them to communicate effectively with colleagues and stakeholders
	<b>Exchange</b> information and resources with colleagues to make sure that all parties can work effectively		<b>Demonstrate</b> that they can identify and meet the information needs of colleagues and stakeholders, including what information is appropriate to provide to colleagues and stakeholders and the factors that need to be taken into consideration
			<b>Demonstrate</b> that they can take account of diversity and inclusion issues when developing working relationships with colleagues and stakeholders

1.2.3 Communicating with Others	<b>Explain</b> how they influence others within their own team	<b>Respond</b> to feedback about their communication with others and <b>describe</b> how they have adapted their communication style to meet the needs of others	<b>Demonstrate</b> how to get and make effective use of feedback on the effectiveness of working relationships from colleagues and stakeholders
	<b>Present</b> information clearly, concisely, accurately and in ways that promote understanding – verbally as well as in writing		<b>Demonstrate</b> how they manage the expectations of colleagues and stakeholders

By the end of your 6-month probation you must be able to.

Senior keepers must constantly hit (All yellow, and green).