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| **ILM eWorkbook – Managing collaboration: how to work with other teams and departments** |
| **M&L 21** | Collaborate with other departments |
| The completion of the eWorkbook tasks outlined below provides evidence against the Assessment Criteria for the above unit.The centre is responsible for ensuring the standard of the answer provided by the learner is sufficient to meet the learning outcomes and assessment requirements. |
| **Assessment Criteria** | **Page** | **Description of Activity** |
| 1.1 Explain the need for collaborating with other departments | 9 | Task 2 The value of collaboration |
| 1.2 Explain the nature of the interaction between their own team and other departments | 7 | Task 1 Types of interaction |
| 1.3 Explain the features of effective collaboration | 12 | Task 3 Characteristics of good and bad collaboration |
| 1.4 Explain the potential implications of ineffective collaboration with other departments | 31 | Task 10 When collaboration breaks down |
| 1.5 Explain the factors relating to knowledge management that should be considered when collaborating with other departments | 15 | Task 4 What knowledge matters and how it is shared |
| 2.1 Analyse the advantages and disadvantages of collaborating with other departments | 20 | Task 5 Benefits and potential downsides of collaboration to specific projects |
| 2.2 Identify with which departments collaborative relationships should be built | 25 | Task 7 Targeting specific departments for collaboration |
| 2.3 Identify the scope for and limitations of possible collaboration | 28 | Task 8 Prioritise and collaborate |
| 3.1 Agree Service Level Agreements (SLAs), objectives and priorities of collaborative arrangements | 31 | Task 9 Creating an SLA |
| 3.2 Work with other departments in a way that contributes to the achievement of organisational objectives | 2831 | Task 8 Prioritise and collaborateAlsoTask 10 When collaboration breaks down |