Collaboration

IC3 Digital Literacy Certification, Global Standard 6 (GS6)

2 objectives · Certiport IC3 Digital Literacy GS6

Once an issue is understood, resolving it usually takes several people working together. Good collaboration means agreeing on a plan, sharing the work, keeping everyone informed and, with clients, staying professional until the issue is confirmed as fixed.

Every objective and its key skills

6.1 Collaborate with others to resolve issues

Agree on the goal, possible solutions and who will do what by when.

Keep the client informed with regular, honest updates, even when there is no news yet.

6.2 Contribute constructively to project teams

Understand the project's goal, scope, deadlines and your own role and responsibilities.

Common pitfalls

- Closing an issue without checking with the person affected may leave it unsolved.
- Staying silent about a delay until the deadline leaves the team no time to adjust.

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