

Lead and facilitate a team

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the skills and knowledge required to effectively lead and facilitate a team in a workplace within an industry.

This unit has a specific focus on the teamwork skills required for team leader or supervisor level (depending on organisational structure) workers with responsibility for others or teams.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, any applicable national standards, industry codes of practice or similar.

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements Elements describe the essential outcomes.	Performance Criteria Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Plan team outcomes	1.1 Communicate common team objectives and responsibilities in accordance with <i>organisational requirements</i> and relevant legislation 1.2 Use performance plans to establish expected outcomes, goals, and behaviours for the team in accordance with plans, policies 1.3 Select and apply strategies to ensure team members are accountable for their roles and responsibilities 1.4 Plan for <i>contingencies</i> that could impact the team
2. Coordinate teams and individuals	2.1 Allocate tasks based on staff expertise and/or as development/cross skilling opportunity and incorporate appropriate instructions and training 2.2 Review the work of team members and provide timely and constructive feedback 2.3 Facilitate open and respectful communication between all team members, considering the needs of those from <i>diverse backgrounds</i> 2.4 Identify opportunities for cross collaboration amongst external and internal teams and individuals
3. Facilitate and support teams	3.1 Coach staff in order to support a positive work culture 3.2 Lead individuals to work towards common team goals, aligned with <i>organisational requirements</i> 3.3 Facilitate the team to identify, brainstorm, report and resolve task related issues and inefficiencies 3.4 Use problem solving skills to deal with any team, task or individual <i>challenges</i>
4. Monitor team performance	4.1 Measure team member performance against agreed work plans 4.2 Present performance feedback to team members in accordance with expected organisational standards 4.3 Identify specific learning and development opportunities to improve team and individual performance and behaviours 4.4 Implement action plans to address individual and team training needs

Foundation Skills

This section describes those language, literacy and numeracy and employment skills that are essential to performance.

(This section will be finalised upon completion of consultation on other parts of the draft unit)

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

<p><i>Diverse backgrounds</i> must include two of the following:</p>	<p>Those from different</p> <ul style="list-style-type: none"> ● age groups ● cultural backgrounds ● religions ● genders <p>and those with</p> <ul style="list-style-type: none"> ● special needs
<p><i>Organisational requirements</i> must include one of the following:</p>	<ul style="list-style-type: none"> ● workplace policies ● codes of conduct ● organisational brand
<p><i>Challenges</i> must include two of the following:</p>	<ul style="list-style-type: none"> ● difficulties performing tasks ● conflicts with clients or team members ● potential risks or safety hazards ● unethical or inappropriate behaviour
<p><i>Contingencies</i> must include one of the following:</p>	<ul style="list-style-type: none"> ● unplanned leave or absence of workers ● re-allocation of work tasks ● succession planning for important team roles

Unit Mapping Information

(Unit mapping information to be provided once unit has been finalised)

Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria and range of conditions:

- Assign tasks to others with appropriate instruction
- Provide feedback and assistance to others
- Collate feedback on individual and team performance
- Identify and implement development opportunities for others
- Manage conflicts and challenges by following workplace values

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit and manage tasks and reasonably foreseeable contingencies in the context of the work role. This includes knowledge of:

- Facilitation techniques to encourage team cohesion and effectiveness
- Organisational policies and plans for team objectives and performance
- Mentoring and coaching techniques to support team members
- Strategies for conflict resolution and negotiation
- Different methods and styles of communication
- Professional behaviours to role model as a leader

Links

Implementation Guide

(TBA)