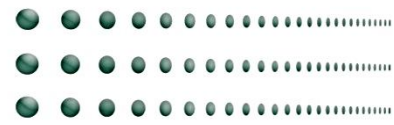




RT0 provider code: 60034

Business Skills
IT Solutions
Qualifications



Lead Team Effectiveness

National Competency Standard (BSB):

BSBLDR403 Lead team effectiveness

BSBWOR502 Lead and manage team effectiveness

Course Objectives

This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion.

Duration

1 Day.

Course Outcomes

1. Identify, agree and document team purpose, goals, plans, responsibilities and objectives
2. Use appropriate strategies to develop a cohesive team
3. Act as a role model and support team members in achieving performance goals
4. Align team performance with management expectations

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit(s) of competency outlined above (additional fee applies – please enquire when you book). Exercises completed during the course will be used as evidence towards unit competency. Participants who choose not to be assessed will receive a Certificate of Attendance.

Lead Team Effectiveness

Course Content

Plan to achieve team outcomes

- Lead the team to identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members
- Engage team members to incorporate innovation and productivity measures in work plans
- Lead and support team members in meeting expected outcomes

Lead team to develop cohesion

- Provide opportunities for input of team members into planning, decision making and operational aspects of work team
- Encourage and support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities
- Provide feedback to team members to encourage, value and reward individual and team efforts and contributions
- Recognise and address issues, concerns and problems identified by team members or refer to relevant persons as required
- Model expected behaviours and approaches

Participate in and facilitate work team

- Actively encourage team members to participate in and take responsibility for team activities and communication processes
- Give the team support to identify and resolve problems which impede its performance
- Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work team, the organisation and with clients/customers

Liaise with management

- Maintain open communication with line manager/management at all times
- Communicate information from line manager/management to the team
- Communicate unresolved issues, concerns and problems raised by the team/team members to line manager/management and ensure follow-up action is taken
- Communicate unresolved issues, concerns and problems related to the team/team members raised by line managers/management to the team and ensure follow-up to action is taken