

BSBWOR502A Ensure Team Effectiveness

This unit describes the performance outcomes, skills and knowledge required to facilitate all aspects of teamwork within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating teamwork and actively engaging with the management of the organisation.

Designed for:

This unit applies to managers and addresses the need for managers to facilitate work teams and to build a positive culture within work teams. The unit takes a systematic and planned approach to developing teams. It includes the soft skills as well as more structured approaches to the management of teams.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Duration:

1 day

Elements of Competency and Performance Criteria

Establish team performance plan

- Consult team members to establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives
- Develop performance plans to establish expected outcomes, outputs, key performance indicators and goals for work team
- Support team members in meeting expected performance outcomes

Develop and facilitate team cohesion

- Develop strategies to ensure team members have input into planning, decision making and operational aspects of work team
- Develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities
- Provide feedback to team members to encourage, value and reward individual and team efforts and contributions
- Develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed

Facilitate teamwork

- Encourage team members and individuals to participate in and to take responsibility for team activities, including communication processes
- Support the team in identifying and resolving work performance problems
- Ensure own contribution to work team serves as a role model for others and enhances the organisation's image for all stakeholders

Liaise with stakeholders

- Establish and maintain open communication processes with all stakeholders
- Communicate information from line manager/management to the team
- Communicate unresolved issues, concerns and problems raised by team members and follow-up with line manager/management and other relevant stakeholders
- Evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders



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