

BSBWOR402A Promote Team Effectiveness

This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.

Designed for: This course is suitable for all frontline managers.

Duration: 1 day

Application of the unit: Frontline managers have an important leadership role in the development of efficient and effective work teams. They play a prominent part in team planning, supervising the performance of the team and developing team cohesion.

They provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.

Elements and performance criteria:

Element	Performance criteria
Plan to achieve team outcomes	<ul style="list-style-type: none"> Identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members Support team members in meeting expected outcomes
Develop team cohesion	<ul style="list-style-type: none"> 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
Participate in and facilitate work team	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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



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