

CFABAG1212 - SQA Unit Code FE07 04

Supervise a team in a business environment



Overview

Supervise a team by planning and implementing work and supporting team members to help achieve agreed goals and objectives.

Links: Work Responsibilities

Specific skills:

1. communicating
2. managing time
3. negotiating
4. planning
5. problem solving
6. resolving disagreement
7. scheduling
8. team working

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Performance criteria

- You must be able to:*
- P1 communicate with other people in the team
 - P2 supervise others to achieve agreed outcomes
 - P3 plan and implement work goals, objectives, priorities and responsibilities with others
 - P4 schedule activities and resources
 - P5 make best use of abilities and potential within a team
 - P6 provide support to team members
 - P7 show respect for individuals in the team
 - P8 supervise the achievement of quality standards within agreed timescales
 - P9 work with team members to identify and solve problems and disagreements
 - P10 assess work periodically to improve team
 - P11 give team members opportunities to assess their own work
 - P12 share feedback with others on the achievement of objectives and make suggestions and encouragement for improving their work

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Knowledge and understanding

You need to know and understand:

- K1 the purpose and benefits of working with other people to achieve agreed goals and objectives
- K2 the situations in which supervision of others can achieve positive outcomes
- K3 different methods of communication and when to use them within the team
- K4 when it is essential to communicate with others in the team
- K5 the purpose and benefits of work goals and plans
- K6 how to schedule activities and resources for the team
- K7 the purpose and benefits of acknowledging the strengths of others and building on team abilities and potential
- K8 the value and benefits of diversity in teams
- K9 the situations in which team members might need support and how to provide this
- K10 the purpose and benefits of respecting others as individuals within the team
- K11 the purpose and benefits of agreeing quality measures with others
- K12 the types of problems and disagreements that occur when working with others and how to resolve them
- K13 the purpose of work assessment
- K14 how to assess the work of teams and team members
- K15 the purpose and benefits of providing opportunities to team members to assess their own work
- K16 the purpose and benefits of giving and receiving constructive feedback with other team members
- K17 how to make use of feedback to improve the work of others and the work of the team as a whole

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