

CFAM&LDB9 (SQA Unit Code - H41P 04)

Promote staff wellbeing

Overview

This standard is about promoting the wellbeing of your staff.

This standard is relevant to managers and leaders who have staff reporting to them and the authority to take action to promote their wellbeing.

This standard links closely to all the other standards in key area *DB Manage teams* and also to *CFAM&LEB1 Provide healthy, safe, secure and productive working environments and practices*.

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Performance criteria

- You must be able to:*
- P1 Engage staff, their representatives and other key stakeholders in promoting staff wellbeing.
 - P2 Review key indicators and use these to measure improvements in staff wellbeing.
 - P3 Evaluate levels of staff wellbeing through analysis of available quantitative and qualitative data.
 - P4 Develop a wellbeing culture and implement specific initiatives to enhance staff wellbeing in identified areas.
 - P5 Ensure objectives and workloads of staff are achievable within the working hours available.
 - P6 Provide staff with the training, support and supervision they need to be able to fulfil their responsibilities effectively both now and in the future.
 - P7 Make yourself available to discuss confidentially with staff problems affecting their wellbeing.
 - P8 Recognise indications that staff have problems affecting their wellbeing and take prompt and effective action to alleviate the problems, where possible.
 - P9 Consult with, or refer staff to, specialists, where their problems are outside your area of competence or authority.

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 How to engage staff, their representatives and other key stakeholders in promoting staff wellbeing.
- K2 Key indicators (such as attendance, retention, working hours, productivity, job satisfaction, innovative suggestions) and measures of staff wellbeing.
- K3 Quantitative data (such as absenteeism, staff turnover, accident records, overtime) which can be used to evaluate levels of staff wellbeing.
- K4 Qualitative information (such as supervisory meetings, appraisals, exit interviews, staff surveys, body language) which can be used to evaluate levels of staff wellbeing.
- K5 How to analyse quantitative data and qualitative information to evaluate levels of staff wellbeing.
- K6 Initiatives that can be implemented to reduce stress and enhance staff wellbeing.
- K7 How to calculate achievable objectives and workloads for staff.
- K8 The importance of providing staff with opportunities to discuss issues affecting their wellbeing.
- K9 How to recognise indications that staff are having problems affecting their wellbeing.
- K10 The range of actions you can take to alleviate problems affecting staff wellbeing.

Industry/sector specific knowledge and understanding

You need to know and understand:

- K11 Industry/sector requirements for consultation with employees and their representatives.
- K12 Industry/sector requirements for enhancing staff wellbeing.

Context specific knowledge and understanding

You need to know and understand:

- K13 Data available in your organisation that can inform an assessment of staff wellbeing.
- K14 Individuals within your area of work, their roles, responsibilities, competences and potential.

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K15 Sources of specialist expertise.

K16 Your organisation's vision, strategy, values and culture.

K17 Your organisation's stakeholders and their interests.

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Behaviours

When performing to this standard, you are likely to demonstrate the following behaviours:

- 1 Seize opportunities presented by the diversity of people
- 2 Try out new ways of working
- 3 Show empathy with others' needs, feelings and motivations and take an active interest in their concerns
- 4 Make time available to support others
- 5 Comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes
- 6 Act within the limits of your authority
- 7 Refer issues outside the limits of your authority to appropriate people
- 8 Watch out for potential risks and hazards
- 9 Show integrity, fairness and consistency in decision making
- 10 Address performance issues promptly and resolve them directly with the people involved
- 11 Model behaviour that shows, and inspires others to show, respect, helpfulness and cooperation
- 12 Identify the implications or consequences of a situation

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Skills

When performing to this standard, you are likely to demonstrate the following skills:

- Communicating
- Empathising
- Evaluating
- Leadership
- Leading by example
- Obtaining feedback
- Planning
- Problem solving
- Reviewing
- Risk management
- Setting objectives
- Stress management
- Team building
- Valuing and supporting others

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