

321 Provide leadership for your team

Summary

Provide direction to the members of your team and motivate and support them to achieve the objectives of the team and their personal work objectives.

This standard is taken from the MSC suite of national occupational standards.

You will apply the following skills:

- Communicating
- Planning
- Team building
- Leading by example
- Providing feedback
- Setting objectives
- Motivating
- Consulting
- Problem solving
- Valuing and supporting others
- Monitoring
- Managing conflict
- Decision-making
- Following

Performance Indicators

You will:

1. Set out and positively communicate the purpose and objectives of the team to all members
2. Involve members in planning how the team will achieve its objectives
3. Ensure that each member of the team has personal work objectives and understands how achieving these will contribute to achievement of the team's objectives
4. Encourage and support team members to achieve their personal work objectives and those of the team and provide recognition when objectives have been achieved
5. Win, through your performance, the trust and support of the team for your leadership
6. Steer the team successfully through difficulties and challenges, including conflict within the team
7. Encourage and recognise creativity and innovation within the team
8. Give team members support and advice when they need it, especially during periods of setback and change
9. Motivate team members to present their own ideas and listen to what they say
10. Encourage team members to take the lead when they have the knowledge and expertise and show willingness to follow this lead
11. Monitor activities and progress across the team without interfering

Behaviours

1. You create a sense of common purpose
2. You take personal responsibility for making things happen
3. You encourage and support others to take decisions autonomously
4. You act within the limits of your authority
5. You make time available to support others
6. You show integrity, fairness and consistency in decision-making
7. You seek to understand people's needs and motivations
8. You model behaviour that shows respect, helpfulness and co-operation

Knowledge

You will know:

General knowledge and understanding

1. The different ways of communicating effectively with members of a team
2. How to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
3. How to plan the achievement of team objectives and the importance of involving team members in this process
4. The importance of and the ability to show team members how personal work objectives contribute to achievement of team objectives
5. That different styles of leadership exist
6. How to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members and recognising their achievements
7. The types of difficulties and challenges that may arise, including conflict within the team, and ways of identifying and overcoming them
8. The importance of encouraging others to take the lead and the ways in which this can be achieved
9. The benefits of encouraging and recognising creativity and innovation within a team and how to achieve this

Industry/sector specific knowledge and understanding

10. The legal, regulatory and ethical requirements in the industry/sector

Context specific knowledge and understanding

11. The members, purpose, objectives and plans of your team
12. The personal work objectives of members of your team
13. The types of support and advice that team members are likely to need and how to provide them
14. The standards of performance for the work of your team