

Unit IMPOM104 (J5NF 04) Motivate Colleagues in a Food and Drink Business

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This standard is about the skills and knowledge needed for you to motivate colleagues in a food and drink business. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| **Communicate with and support colleagues**   1. Encourage a sense of belonging by communicating organisational strategy, policies, objectives and plans 2. Set clear objectives and expectations for colleagues in line with food and drink business strategy and business plans 3. Confirm individuals understand that their objectives are key to the success of the food and drink business 4. Communicate changes to objectives, development plans or other relevant information affecting the food and drink business   **Value the work colleagues carry out**   1. Provide positive feedback to colleagues at all opportunities to do so 2. Adhere to the organisational performance appraisal systems 3. Provide learning and development opportunities in accordance with organisational standards 4. Use existing and developing skills sets to broaden a job role 5. Encourage colleagues to communicate new ideas, problems and challenges 6. Listen and react when colleagues express ideas or problems 7. Delegate colleagues to solve day to day problems within the limits of their authority |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | |
| **What you must do** | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** |
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**Unit IMPOM104 (J5NF 04) Motivate Colleagues in a Food and Drink Business**

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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| 1 | Why motivation is a vital factor in the success of a food and drink business |  |
| 2 | How motivation can be used to support cultural development of the food and drink business |  |
| 3 | The organisational strategy, policies, objectives and plans and why it is important to communicate these to colleagues |  |
| 4 | The organisational methods of communication and how to use them |  |
| 5 | What the organisational methods of appraisal are and how to carry them out |  |
| 6 | How to set clear objectives to colleagues and why it is important to do so |  |
| 7 | How individual objectives are key to the success of the overall food and drink business success and why it is important to communicate this to colleagues |  |
| 8 | The importance of providing positive feedback to colleagues and how to do this |  |
| 9 | Why it is important to provide learning and development opportunities |  |
| 10 | How to provide opportunities for broadening of a job role to utilise developing or existing skills sets |  |
| 11 | Why it is important to encourage colleagues to communicate with you, providing feedback, new ideas or informing of problems and challenges |  |
| 12 | The organisational procedures for reacting to feedback, new ideas, problems and challenges and why it is important to adhere to them |  |
| 13 | What the organisational procedures for delegating authority to colleagues are and why it is important to adhere to them |  |
| 14 | Why it is important to have a strategic approach to internal and external communication |  |
| 15 | How to ensure a communication strategy is embedded in all policies, plans, procedures and methods of communication and why it is important to do so |  |
| 16 | The importance of communication in managing people and developing trust, openness and a sense of shared purpose in an organisation |  |
| 17 | The importance of two-way communication and the organisational procedures available to ensure this is carried out and acted upon where necessary |  |

**Unit IMPOM104 (J5NF 04) Motivate Colleagues in a Food and Drink Business - continued**

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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| 18 | How communication can be used to influence organisational culture and organisational development plans |  |
| 19 | Why it is sometimes appropriate to segment the audience, tailoring the method of communication to the audience and how to do this |  |
| 20 | The different methods and media available to facilitate communication in a food and drink business, their advantages and disadvantages |  |
| 21 | How innovative technology can be used to aid communication and its advantages and disadvantages |  |
| 22 | The appropriateness of different methods, frequencies and tone of communication to different situations and how to apply them |  |
| 23 | Why non-verbal communication must be recognised as an informal method of communication and its relative importance in influencing actions, behaviour and culture in a food and drink business |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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