S307: 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:
- Communicating
- Problem-solving
- Managing time
- Resolving disagreement
- Negotiating
- Scheduling
- Planning
- Team working

Performance Indicators

1. Communicate with other people in the team
2. Supervise others to achieve agreed outcomes
3. Plan and implement work goals, objectives, priorities and responsibilities with others
4. Schedule activities and resources
5. Make best use of abilities and potential within a team
6. Provide support to team members
7. Show respect for individuals in the team
8. Supervise the achievement of quality standards within agreed timescales
9. Work with team members to identify and solve problems and disagreements
10. Assess work periodically to improve team performance
11. Give team members opportunities to assess their own work
12. Share feedback with others on the achievement of objectives and make suggestions and encouragement for improving their work
13. Resolve problems as required

Knowledge & Understanding

A. The purpose and benefits of working with other people to achieve agreed goals and objectives
B. The situations in which supervision of others can achieve positive outcomes
C. Different methods of communication and when to use them within the team
D. When it is essential to communicate with others in the team
E. The purpose and benefits of work goals and plans
F. How to schedule activities and resources for the team
G. The purpose and benefits of acknowledging the strengths of others and building on team abilities and potential
H. The value and benefits of diversity in teams
I. The situations in which team members might need support and how to provide this
J. The purpose and benefits of respecting others as individuals within the team
K. The purpose and benefits of agreeing quality measures with others
L. The types of problems and disagreements that occur when working with others and how to resolve them
M. The purpose of work assessment
N. How to assess the work of teams and team members
O. The purpose and benefits of providing opportunities to team members to assess their own work
P. The purpose and benefits of giving and receiving constructive feedback with other team members
Q. How to make use of feedback to improve the work of others and the work of the team as a whole
R. How to resolve problems