

3005 Motivate colleagues in a food business

SQA Unit Code

H3GB 04

Level 3

SCQF Level 6

Credit value 4

Unit Summary

This unit is about the skills needed for you to motivate people in a food business. Motivating colleagues to carry out objectives is important to the successful application of food business strategy, policy and plans. Communicating with and encouraging colleagues to become an integral part of the food business provides an empowered workforce with low turnover, absenteeism and disciplinary issues.

You will need to be able to communicate organisational objectives, individual objectives and ensure colleagues understand the importance of their role to the success of the food business. You will also need to be able to provide feedback to colleagues, encourage two way communication, listen and react to ideas and problems.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in motivating people in a food business.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

You must be able to:

You need to show:

Evidence must be work-based, simulation alone is only allowed where shown in ***bold italics***

1. Communicate with and support colleagues

This means you:

Encourage a sense of belonging by communicating organisational strategy, policies, objectives and plans

Set clear objectives and expectations for colleagues in line with food business strategy and business plans

Ensure individual understand their objectives are key to the success of the food business

Evidence of communicating with and supporting colleagues as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

<p>Communicate changes to objectives, development plans or other relevant information affecting the food business</p>	
<p>2. Value the work colleagues carry out</p> <p>This means you:</p> <p>Provide positive feedback to colleagues at all opportunities to do so</p> <p>Adhere to the organisational performance appraisal systems</p> <p>Provide learning and development opportunities use existing and developing skills sets to broaden a job role</p> <p>Encourage colleagues to communicate new ideas, problems and challenges</p> <p>Listen and react when colleagues express ideas or problems</p> <p>Delegate colleagues to solve day to day problems within the limits of their authority</p>	<p>Evidence of valuing the work colleagues carry out as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

<p>You need to know and understand:</p> <p>Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.</p>
<ol style="list-style-type: none"> 1. Why motivation is a vital factor in the success of a food business 2. How motivation can be used to support cultural development of the food 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 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 are for delegating authority to colleagues are and why it is important to adhere to them

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. Food Safety Management System)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that the candidate or others have written