

## **NOS PSSPO112 Lead teams of operatives**

### **Unit PSSPO112.1 Provide leadership for your team (SQA Unit Code-H78T 04)**

#### **Performance Criteria**

##### **You must be able to**

##### **Provide leadership for your team**

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 the trust and support of the team for your leadership through your performance
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

#### **Knowledge and understanding**

##### **You need to know and understand**

1. the legal responsibilities for maintaining own and others' health and safety in the workplace
2. the principal different ways to communicate effectively with members of a team
3. how to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
4. how to plan the achievement of team objectives and the importance of involving team members in the process
5. the importance of and being able to show team members how personal work objectives contribute to achievement of team objectives
6. that different styles of leadership exist
7. how to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members and recognising their achievement
8. the types of difficulties and challenges that may arise, including conflict within the team, and ways of identifying and overcoming them
9. the importance of encouraging others to take the lead and ways in which this can be achieved

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10. the benefits of and how to encourage and recognise creativity and innovation within a team
11. the legal, regulatory and ethical requirements in the ports industry
12. the types of support and advice that team members are likely to need and how to respond to these
13. the standards of performance for the work of the team
14. the principal different ways of communicating effectively with members of a team
15. the importance of confirming/clarifying the work required of the team with own manager and how to do this effectively
16. how to plan the work of a team, including how to identify any priorities or critical activities and the available resources