

BSBWOR402A: Promote team effectiveness

Description

This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Element	Performance criteria
1. Plan to achieve team outcomes	1.1 Identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members 1.2 Support team members in meeting expected outcomes
2. Develop team cohesion	2.1 Provide opportunities for input of team members into planning, decision making and operational aspects of work team 2.2 Encourage and support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities 2.3 Provide feedback to team members to encourage, value and reward individual and team efforts and contributions 2.4 Recognise and address issues, concerns and problems identified by team members or refer to relevant persons as required
3. Participate in and facilitate work team	3.1 Actively encourage team members to participate in and take responsibility for team activities and communication processes 3.2 Give the team support to identify and resolve problems which impede its performance 3.3 Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work team, the organisation and with clients/customers
4. Liaise with management	4.1 Maintain open communication with line manager/management at all times 4.2 Communicate information from line manager/management to the team 4.3 Communicate unresolved issues ,concerns and problems raised by the team/team members to line manager/management and ensure follow-up action is taken 4.4 Communicate unresolved issues, concerns and problems related to the team/team members raised by line managers/management to the team and ensure follow-up to action is taken

Skills and Knowledge

Required skills

- Communication skills to:
 - Boost team morale
 - Deal with team conflict
 - Deliver messages from management
 - Facilitate discussion
 - Mentor and coach
- Leadership skills
- Planning and organising skills.

Required knowledge

- Organisational goals, objectives and plans
- Organisational policy and procedures framework
- Organisational structure, including organisational chart
- Principles and techniques associated with:
 - Delegation and work allocation
 - Goal setting
 - Group dynamics and processes
 - Individual behaviour and difference
 - Leadership
 - Motivation
 - Negotiation
 - Planning.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Teamwork plan with details of how it was generated and how it will be monitored so that team goals can be met
- Techniques in communicating information, dealing with team conflict and resolving issues
- Knowledge of organisational goals, objectives and plans.