



**Australian Government**

# **BSBWOR502 Lead and manage team effectiveness**

**Release: 1**

## BSBWOR502 Lead and manage team effectiveness

### Modification History

| Release   | Comments                                                                             |
|-----------|--------------------------------------------------------------------------------------|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

### Application

This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.

It applies to individuals working at a managerial level who facilitate work teams and build a positive culture within their work teams. At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

### Unit Sector

Industry Capability – Workplace Effectiveness

### Elements and Performance Criteria

| ELEMENT                                          | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                                            |
| 1. Establish team performance plan               | 1.1 Consult team members to establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives<br>1.2 Develop performance plans to establish expected outcomes, outputs, key performance indicators (KPIs) and goals for work team<br>1.3 Support team members in meeting expected performance outcomes |
| 2. Develop and facilitate team cohesion          | 2.1 Develop strategies to ensure team members have input into planning, decision making and operational aspects of work team                                                                                                                                                                                                                                                                      |

| ELEMENT                     | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                             | <p>2.2 Develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities</p> <p>2.3 Provide feedback to team members to encourage, value and reward individual and team efforts and contributions</p> <p>2.4 Develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed</p>                                                           |
| 3. Facilitate teamwork      | <p>3.1 Encourage team members and individuals to participate in and to take responsibility for team activities, including communication processes</p> <p>3.2 Support the team in identifying and resolving work performance problems</p> <p>3.3 Ensure own contribution to work team serves as a role model for others and enhances the organisation's image for all stakeholders</p>                                                                                                      |
| 4. Liaise with stakeholders | <p>4.1 Establish and maintain open communication processes with all stakeholders</p> <p>4.2 Communicate information from line manager/management to the team</p> <p>4.3 Communicate unresolved issues, concerns and problems raised by team members and follow-up with line manager/management and other relevant stakeholders</p> <p>4.4 Evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders</p> |

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

| Skill   | Performance Criteria | Description                                                                                                                                                                                                    |
|---------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading | 1.1, 4.4             | <ul style="list-style-type: none"> <li>Analyses and interprets textual information from the organisation's policies, goals and objectives to establish team goals or to determine corrective action</li> </ul> |

|                            |                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Writing                    | 1.2, 2.1, 2.2, 2.4, 4.2, 4.3, 4.4      | <ul style="list-style-type: none"> <li>Prepares written reports and workplace documentation that communicate complex information clearly and effectively</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Oral Communication         | 1.1, 2.3, 3.1, 4.1, 4.2, 4.3           | <ul style="list-style-type: none"> <li>Engages in discussions or provides information using appropriate vocabulary and non-verbal features</li> <li>Uses listening and questioning techniques to confirm understanding and to engage the audience</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                       |
| Navigate the world of work | 1.1, 2.1, 2.2, 3.3                     | <ul style="list-style-type: none"> <li>Understands how own role contributes to broader organisational goals</li> <li>Modifies or develops policies and procedures to achieve organisational goals</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Interact with others       | 1.1, 1.3, 2.2, 2.3, 3.1, 3.2, 4.2, 4.3 | <ul style="list-style-type: none"> <li>Selects and uses appropriate conventions and protocols when communicating with diverse stakeholders</li> <li>Uses interpersonal skills to gain trust and confidence of team and provides feedback to others in forms that they can understand and use</li> <li>Adapts personal communication style to build positive working relationships and to show respect for the opinions, values and particular needs of others</li> <li>Plays a lead role in situations requiring effective collaboration, demonstrating high level conflict resolution skills and ability to engage and motivate others</li> </ul> |
| Get the work done          | 1.2, 2.1, 2.2, 2.4, 3.2, 4.1, 4.3, 4.4 | <ul style="list-style-type: none"> <li>Develops, implements and monitors plans and processes to ensure team effectiveness</li> <li>Monitors and actively supports processes and development activities to ensure the team is focused on work outcomes</li> <li>Plans for unexpected outcomes and implements creative responses to overcome challenges</li> </ul>                                                                                                                                                                                                                                                                                   |

## Unit Mapping Information

| Code and title<br>current version            | Code and title<br>previous version   | Comments                                                                   | Equivalence status |
|----------------------------------------------|--------------------------------------|----------------------------------------------------------------------------|--------------------|
| BSBWOR502 Lead and manage team effectiveness | BSBWOR502B Ensure team effectiveness | <p>Updated to meet Standards for Training Packages</p> <p>Title change</p> | Equivalent unit    |

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>