



Australian Government

BSBLDR414 Lead team effectiveness

Release: 1

BSBLDR414 Lead team effectiveness

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills, knowledge and outcomes required to lead the performance of a team and to develop team cohesion.

The unit applies team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams. Leaders at this level also provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.

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

Unit Sector

Social Competence – Leadership

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. Plan team outcomes	1.1 Lead team to identify and establish team objectives and work processes 1.2 Support team to document identified objectives and work processes according to organisational processes 1.3 Encourage team members to incorporate innovation and productivity measures in work plans 1.4 Lead and support team members to meet expected outcomes
2. Promote team cohesion	2.1 Provide opportunities for input of team members into planning, decision making and operational aspects of work team 2.2 Support team members to take responsibility for own work and

ELEMENT	PERFORMANCE CRITERIA
	<p>to assist each other in undertaking required roles and responsibilities</p> <p>2.3 Provide feedback to team members on their efforts and contributions</p> <p>2.4 Address or refer issues, concerns and problems identified by team members</p> <p>2.5 Model expected behaviours and approaches</p>
3. Supervise team performance	<p>3.1 Encourage team members to participate in and take responsibility for team activities and communication processes</p> <p>3.2 Support team to identify and resolve problems which impede performance</p> <p>3.3 Ensure own contribution to work team serves as a role model for others</p>
4. Liaise with management	<p>4.1 Establish open communication with line management</p> <p>4.2 Communicate information from line management to the team</p> <p>4.3 Communicate unresolved issues, concerns and problems raised by the team to line management to action</p> <p>4.4 Communicate issues raised by management to the team to action</p>

Foundation Skills

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

SKILL	DESCRIPTION
Writing	<ul style="list-style-type: none"> Prepares workplace plans that communicate intent and elicits feedback clearly and effectively
Oral communication	<ul style="list-style-type: none"> Engages in discussions or provides information using structure and language appropriate to the audience and situation
Teamwork	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with team members Adapts personal communication style to model required behaviours, build trust and positive working relationships and to show respect for the opinions and values of others Plays a lead role in situations requiring effective collaboration, demonstrating conflict resolution skills and ability to engage and motivate others
Planning and	<ul style="list-style-type: none"> Develops, implements and monitors plans and processes to ensure team

organising	<p>engagement and effectiveness</p> <ul style="list-style-type: none">• Uses formal analytical thinking techniques to identify issues and generate possible solutions, seeking input from others, as required
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Unit Mapping Information

Supersedes and is equivalent to BSBLDR403 Lead team effectiveness.

Supersedes but is not equivalent to BSBSMB407 Manage a small team.

Links

Companion Volume Implementation Guide is found on VETNet -

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