



**Australian Government**

# **MSL916012 Manage and develop teams**

**Release: 1**

## MSL916012 Manage and develop teams

### Modification History

Release 1. Supersedes and equivalent to MSL916007 Manage and develop teams. Minor changes to Knowledge Evidence with some items combined and content relating to financial management removed (covered in MSL916013).

### Application

This unit of competency describes the skills and knowledge to develop and empower team members through motivating, mentoring, coaching and promoting team cohesion to achieve planned outcomes. It includes managing the team to improve its performance within agreed goals, contexts and constraints.

This unit applies to senior technical officers and laboratory supervisors working in all industry sectors.

No licensing or certification requirements exist at the time of publication. However, regulations and/or external accreditation requirements for laboratory operations exist, so local requirements should be checked. Relevant legislation, industry standards and codes of practice within Australia must also be applied.

### Pre-requisite Unit

Nil.

### Competency Field

Communication/organisation

### Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Promote team effectiveness	1.1 Clearly define and communicate team goals and roles 1.2 Promote respect for team members through coaching and modelling 1.3 Achieve balanced participation in discussions and activities 1.4 Negotiate work roles to balance team goals, job requirements and team members' strengths, experience, work styles and career goals 1.5 Apply effective conflict resolution processes and implement them fairly

<b>Elements</b>	<b>Performance Criteria</b>
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	1.6 Provide effective links between senior management, other teams and the work team 1.7 Encourage networking to share experiences, expertise and resources
2. Identify and develop individual potential	2.1 Assess each team member's strengths and weaknesses against documented job performance requirements and identify training and development options in consultation with them 2.2 Provide opportunities to develop skills through allocation/rotation of work tasks and roles 2.3 Encourage the sharing of knowledge and skills through coaching, mentoring and shadowing
3. Monitor individual and team performances	3.1 Review each team member's performance on a regular basis with the individual 3.2 Recognise achievements and address problems with performance 3.3 Provide constructive feedback on the performance of the team and team members 3.4 Record information relating to individual and team performance in accordance with workplace and statutory procedures

## Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

- Oral communication skills to:
  - work effectively with team members who have diverse work styles, cultures and perspectives
  - use effective interpersonal skills to gain cooperation and resolve conflicts.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

## Unit Mapping Information

Supersedes and is equivalent to MSL916007 Manage and develop teams.

## Links

MSL Laboratory Operations Companion Volume Implementation Guide is available from VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5c63a03b-4a6b-4ae5-9560-1e3c5f462baa>