



Australian Government

SFLMGT001 Coordinate floristry work teams

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to organise staffing levels to meet operational requirements, effectively communicate workplace requirements to team members, informally train team members in workplace skills and procedures and motivate team performance.

This unit applies to all floristry industry businesses including retail floristry shops, studio or online businesses and those that specialise in corporate or special events. It applies to senior florists who work independently and take a lead role in coordinating the day-to-day team, operational and business activities of small floristry businesses.

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

Pre-requisite Unit

Nil

Competency Field

Management

Unit Sector

Floristry

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes of the unit of competency.

1. Monitor and organise staffing levels.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Assess current and projected volume and type of work.
- 1.2 Determine staffing levels to meet sales and production needs.
- 1.3 Develop rosters according to relevant industrial arrangements and within wage budgets.
- 1.4 Roster teams with the most effective skills mix to meet

- sales and operational requirements.
- 1.5 Communicate rosters to team members in clear formats and within organisational timeframes.
- 1.6 Adjust rosters, as required, according to staff availability.
- 1.7 Maintain staffing records according to organisational procedures.
- 2. Inform team members.
 - 2.1 Clearly communicate roles, responsibilities and expectations and advise individual and team work accountability.
 - 2.2 Inform team members of expected standards of work and behaviour required by organisational policies at a level and pace appropriate to the individual.
 - 2.3 Provide staff induction on key organisational and team requirements.
 - 2.4 Conduct staff meetings or briefings to address sales and production issues.
 - 2.5 Provide team members with information about relevant sales and production targets.
- 3. Coach on the job.
 - 3.1 Identify need for coaching based on observation of team member's skills and knowledge and through discussion.
 - 3.2 Systematically explain and demonstrate specific skills and explain the workplace application.
 - 3.3 Communicate required knowledge and check team member understanding.
 - 3.4 Advise organisational procedures for completing workplace tasks.
 - 3.5 Provide team member with opportunity to practise skills and ask questions.
 - 3.6 Provide feedback in a constructive and supportive manner.
 - 3.7 Encourage and guide team member to evaluate own performance and self-diagnose areas for improvement.
 - 3.8 Monitor progress of new workplace skills and provide ongoing assistance.
- 4. Motivate the team.
 - 4.1 Identify strengths and weaknesses of team against current and anticipated work requirements.
 - 4.2 Encourage individuals to contribute to discussion and planning of team objectives and goals.
 - 4.3 Update and review team objectives and goals regularly.
 - 4.4 Develop positive and constructive relationships with and between team members.

- 4.5 Treat all team members fairly, equally and with respect.
- 4.6 Act as a positive role model through high standards of personal performance and ongoing development of own competencies.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

Skill	Description
Reading skills to:	- interpret familiar and detailed organisational policies and procedures - interpret complex provisions of industrial awards and agreements.
Oral communication skills to:	- develop rapport with and nurture ongoing positive relationships with team members - ask open and closed probe questions and actively listen to determine team members' understanding of a range of complex workplace issues.
Numeracy skills to:	complete complex analysis of volume of floristry work and calculate staffing requirements to meet workload.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1fbe7a66-4c60-4b1c-8616-a3e693d9d8b9>