



Australian Government

SHBXPSM001 Lead teams in a personal services environment

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to lead and manage individuals and teams and support and encourage their commitment to the organisation. It requires the ability to communicate effectively with team members, monitor the quality of day to day work and manage technical and service performance through effective leadership.

This unit applies to all single or multiple outlet businesses providing beauty treatments, hairdressing or barbering services. It applies to senior managers and small business owners who operate with significant autonomy and are responsible for making strategic business management and operational decisions.

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

Pre-requisite Unit

Nil

Competency Field

Personal Services Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Develop team commitment and cooperation.

PERFORMANCE CRITERIA

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

- 1.1. Develop organisation's personal service values and clearly communicate role and importance of quality service to business objectives.
- 1.2. Act as a positive role model through high standards of personal performance.
- 1.3. Communicate roles, responsibilities and expectations and

- promote individual and team work accountability.
- 1.4. Motivate individuals to deliver effective personal service which shows support for organisational goals.
 - 1.5. Identify, encourage, value and reward individual and team efforts and contributions.
 - 1.6. Model and encourage open and supportive communication within the team.
 - 1.7. Seek feedback from team members and implement changes within bounds of organisational goals and policies.
2. Monitor work operations and support team members.
- 2.1. Proactively share information, knowledge and experiences with team members to support quality technical and service delivery.
 - 2.2. Assist team members to plan for and prioritise own workload through supportive feedback and coaching.
 - 2.3. Encourage team members to assist each other with work tasks to improve individual and organisational service levels.
 - 2.4. Monitor team and individual performance and provide support and direction to help with technical, service and workload issues.
 - 2.5. Identify individual team member difficulty in meeting technical and service standards and provide supervision and coaching to assist.
 - 2.6. Monitor individual and team understanding of importance of organisational personal service approach and regularly communicate to ensure business objectives are met.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skill	Description
Oral communication skills to:	• develop rapport with and nurture ongoing positive relationships with team members • provide unambiguous information to staff about roles, responsibilities and performance expectations • discuss technical and service skill deficiencies in a professional and constructive manner
Planning and organising skills to:	• coordinate multiple and potentially competing operational priorities for a team.

Self-management skills to: • take responsibility for team outcomes.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>