



Australian Government

SIRXMGT002 Lead a frontline team

Release: 1

SIRXMGT002 Lead a frontline team

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to lead and manage a frontline team by delegating work, monitoring performance and taking action to improve standards of performance.

It applies to individuals working in frontline management roles in a diverse range of industry sectors and business contexts. They operate independently with some responsibility for others and decision making, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Management and Leadership

Unit Sector

Cross-Sector

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. Lead the team.	1.1. Lead by example demonstrating high standards of personal performance and behaviours reflective of organisational values. 1.2. Promote an environment in which team members are motivated to achieve high standards of performance. 1.3. Communicate openly and honestly with team members to create a positive team culture. 1.4. Consult with team members when making decisions that impact them.
2. Delegate work.	2.1. Delegate tasks and responsibilities to team members, clearly

- defining team and individual responsibilities and limits of responsibilities.
- 2.2.Consult with and inform team members about expected standards of performance using appropriate communication methods.
3. Monitor performance standards.
- 3.1.Provide team members with feedback on their performance against expected standards.
- 3.2.Recognise coaching needs and provide on the job coaching to team members for improved performance.
- 3.3.Determine factors contributing to poor performance and implement solutions for improved performance.
- 3.4.Address ongoing poor performance according to organisational procedures.
- 3.5.Encourage team members to offer ideas, views or suggestions for improved operation.
4. Take action on performance issues.
- 4.1.Deal with team and individual workplace issues fairly, openly and promptly according to organisational policies and procedures.
- 4.2.Manage difficult conversations with team members and reach timely solutions.
- 4.3.Complete accurate and neutral reporting on team member performance where performance issues exist.

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.

SKILLS	DESCRIPTION
Planning and organising skills to:	• address poor performance in timely and sensitive manner to limit repeat or escalation of poor performance.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

