SITXHRM009 Lead and manage people

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to lead and manage people individually and in teams, and support and encourage their commitment to the organisation. It requires the ability to lead by example and manage performance through effective leadership.

The unit applies to individuals who operate independently and are responsible for leading and motivating people and teams. This includes supervisors, and operational and senior managers.

The unit applies to all tourism, travel, hospitality and event sectors.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Human Resource Management

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. Model high standards of performance and behaviour.	1.1. Act as a positive role model through individual performance.
	1.2. Show support for and commitment to organisational goals in day-to-day work performance.
	1.3. Interact with team members in a positive and professional

manner.

2. Develop team commitment and cooperation.	2.1. Develop and clearly communicate short, medium and long-term plans and objectives consistent with organisational goals in consultation with the team.
	2.2. Communicate expectations, roles and responsibilities of team members to encourage them to take responsibility for own work.
	2.3. Encourage teams and individuals to develop innovative approaches to work.
	2.4. Model and encourage open and supportive communication within the team.
	2.5. Seek and share information from the wider business environment with the team.
	2.6. Represent team interests in the wider business environment.
	2.7. Seek feedback from team members and implement changes within the bounds of organisational goals and policies.
3. Manage team performance.	3.1. Delegate tasks and responsibilities, identify barriers to delegation, and implement processes to overcome the identified barriers.
	3.2. Evaluate team member skills and provide opportunities for individual development.
	3.3. Monitor team performance to ensure progress towards achievement of goals.
	3.4. Provide mentoring and coaching to support team members.
	3.5. Motivate individuals and teams to achieve optimum performance.
	3.6. Provide recognition and rewards for team achievements.

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
Writing skills to:	• prepare and document team plans.
Oral communication skills to:	• overcome communication barriers in providing effective support and motivation to a team.
Planning and organising skills to:	• ensure activities and initiatives important to team development are integrated into own work planning.

Unit Mapping Information

Supersedes and is equivalent to SITXHRM003 Lead and manage people.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694