



Australian Government

Department of Education, Employment and Workplace Relations

CPPCMN4005A Facilitate effective teamwork

Release: 1

CPPCMN4005A Facilitate effective teamwork

Modification History

Revised unit

Unit updated and equivalent to PRMCMN403A Facilitate effective teamwork

Unit Descriptor

This unit of competency specifies the outcomes required to monitor and maintain effective work group activities. It covers developing trust and confidence within the work group and requires the demonstration of appropriate communication methods in determining team roles and activities.

The unit also specifies significant planning skills to ensure members of the work group are clear about their roles and responsibilities. A participative approach is required to monitor and review team effectiveness in order to satisfy wider client needs.

Application of the Unit

This unit of competency supports individuals with significant team leading responsibilities. It applies to those without managerial or supervisory responsibilities. Performance would usually be carried out under routine managerial supervision, within company guidelines.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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| 1 | Develop trust and confidence within team. | 1.1 | Work group members are treated with integrity, respect and empathy according to company requirements . |
| | | 1.2 | Company's social, ethical and business standards are promoted according to company requirements. |
| | | 1.3 | Positive relationships are developed and maintained according to company, legislative and regulatory requirements . |
| | | 1.4 | Roles of work group members are determined in a cooperative manner according to company requirements. |
| | | 1.5 | Information on work requirements, specifications and company requirements is provided to work group members using effective communication techniques and suitable communication mediums . |
| | | 1.6 | Trust and confidence of work group members are gained and maintained through consistent outlining and competent demonstration of workplace procedures . |
| 2 | Plan team activities. | 2.1 | Work group members are included in planning work activities according to company requirements. |
| | | 2.2 | Competencies and work capacities of work group members are considered, according to company requirements, when determining level and input of work planning. |
| | | 2.3 | Work group members are informed of interrelated work activities, where necessary, according to company requirements. |
| | | 2.4 | Work group members' understanding of work objectives |

is verified according to company requirements.

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| 3 | Undertake activities that foster effective teamwork. | 3.1 | Forms of communication appropriate to work activities and work group are adopted according to company requirements. |
| | | 3.2 | As part of full job plan, individual responsibilities for activities are assigned that reflect individuals' competency. |
| | | 3.3 | Assistance, guidance and support are provided where appropriate to individuals in order to complete activities and achieve required work group outcomes. |
| | | 3.4 | Poor work performance is managed according to company requirements. |
| | | 3.5 | Problems are discussed and steps taken to seek resolution according to company requirements. |
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| 4 | Monitor and review team performance. | 4.1 | Processes for work group performance review are developed according to company requirements. |
| | | 4.2 | Feedback from individuals or work group is collected on a regular basis and used to identify and implement improvements in future workplace arrangements according to company requirements. |
| | | 4.3 | Performance and outcomes of individuals or work group are recorded and assessed to determine effectiveness of work arrangements according to company requirements. |
| | | 4.4 | Data on performance is reviewed and analysed and information is provided to relevant parties according to company requirements. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- interpersonal skills to:
 - demonstrate empathy and tact
 - establish rapport
 - gain trust
 - maintain relationships
 - manage conflict
 - negotiate work arrangements
 - relate to people from diverse backgrounds
- language, literacy and numeracy skills for:
 - communicating clearly and concisely verbally and in writing
 - listening actively
 - providing feedback
 - sourcing, organising and recording information
 - writing reports
- planning and organising skills to:
 - analyse data
 - manage time
- problem-solving skills to:
 - evaluate team members' performance
 - identify solutions

Required knowledge

- causes of stress or conflict in teams
- communication methods and mediums
- company requirements, including:
 - codes of conduct
 - communication structure and work procedures
 - role and function of workplace teams
 - staff development and available learning opportunities
- counselling and disciplinary procedures
- legislation, regulations, codes of practice and industry advisory standards that apply to the workplace
- strategies for identifying, managing and reducing conflict
- team development, including stages and techniques
- team dynamics

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	This unit of competency could be assessed by observation of determining, planning and reviewing work group activities to facilitate effective teamwork.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: • communicate in order to develop trust and confidence within work group • monitor and evaluate work group performance to improve and refine existing arrangements • plan and improve workplace effectiveness through participative arrangements for work groups • resolve poor work performance according to company requirements.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include access to: • assessment documentation forms and record books • relevant company documentation • relevant venue • work group.
Method of assessment	Assessment methods must: • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • reinforce the integration of employability skills with workplace tasks and job roles • confirm that competency is verified and able to be transferred to other circumstances and environments. This unit could be assessed on its own or in combination with other units relevant to the job function.

Guidance information for assessment	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.
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Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Work group</i> members may include:	• colleagues and team members • people from a range of social, cultural or ethnic backgrounds • supervisors and line managers.
<i>Company requirements</i> may include:	• company codes: • conduct • dress and presentation • ethics • company image • company policies and procedures • company goals, objectives, plans, systems and processes, such as quality and continuous improvement systems, standards and guidelines • legislation relevant to work or service function, such as anti-discrimination and equal employment opportunity • occupational health and safety (OHS) policies, procedures and programs • policies and procedures relating to own role, responsibility and delegation.
<i>Legislative and regulatory requirements</i> may take into account:	• anti-discrimination, equal employment opportunity and racial vilification • consumer law • environmental law • harassment and other laws specific to local government • industry codes of conduct • OHS Acts and regulations

	• privacy legislation.
Effective communication techniques may include:	• appropriate language and tone of voice • active listening • clear and legible writing • maintaining eye contact • non-verbal communication, such as: • body language • personal presentation • open and closed questions • speaking clearly and concisely • verbal and written responses.
Communication mediums may include:	• company policy and procedure documents • company training • face-to-face discussions • instructional materials • regular and one-off meetings • signs and symbols • using interpreter where required • work method statements • written instructions.
Workplace procedures may include:	• assignment instructions • instructions from colleagues, supervisor and manager • personal protective equipment (PPE) requirements • reporting and documentation requirements • specific customer requirements.
Forms of communication may include:	• exchanging reports and information • face-to-face interactions • responding to email • site news sheet • telephone discussions • two-way radio interactions • written information via communication logbook.
Data may be information collected during work activities and may be:	• verbal • visual • anecdotal.
Relevant parties may include:	• external clients • supervisors • line managers.

Unit Sector(s)

Common

Custom Content Section

Not applicable.