

SFJPH1.1

Provide leadership for your team



Overview

This standard is about providing direction to the members of your team and motivating and supporting them to achieve the objectives of the team and their personal work objectives.

The standard is recommended for team leaders.

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Performance criteria

You must be able to:

- P1 set out and positively communicate the purpose and objectives of the team to all members
- P2 involve members in planning how the team will achieve its objectives
- P3 ensure that each member of the team has personal work objectives and understands how achieving these will contribute to achievement of the team's objectives
- P4 encourage and support team members to achieve their personal work objectives and those of the team and provide recognition when objectives have been achieved
- P5 win, through your performance, the trust and support of the team for your leadership
- P6 steer the team successfully through difficulties and challenges, including conflict, diversity and inclusion issues within the team
- P7 encourage and recognise creativity and innovation within the team
- P8 give team members support and advice when they need it especially during periods of setback and change
- P9 motivate team members to present their own ideas and listen to what they say
- P10 encourage team members to take the lead when they have the knowledge and expertise and show willingness to follow this lead
- P11 monitor activities and progress across the team without interfering

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 different ways of communicating effectively with members of a team
- K2 how to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
- K3 how to plan the achievement of team objectives and the importance of involving team members in this process
- K4 the importance of being able to show team members how personal work objectives contribute to achievement of team objectives
- K5 that different styles of leadership exist
- K6 how to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members and recognizing their achievements
- K7 types of difficulties and challenges that may arise, including conflict, diversity and inclusion issues within the team, and ways of identifying and overcoming them
- K8 the importance of encouraging others to take the lead and ways in which this can be achieved
- K9 the benefits of and how to encourage and recognise creativity and innovation within a team

Industry/sector specific knowledge and understanding

You need to know and understand:

- K10 legal, regulatory and ethical requirements in the industry/sector

Context specific knowledge and understanding

You need to know and understand:

- K11 the members, purpose, objectives and plans of your team
- K12 the personal work objectives of members of your team
- K13 the types of support and advice that team members are likely to need and how to respond to these
- K14 standards of performance for the work of your team

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Additional Information

Behaviours

1. You create a sense of common purpose
2. You take personal responsibility for making things happen
3. You encourage and support others to take decisions autonomously
4. You act within the limits of your authority
5. You make time available to support others
6. You show integrity, fairness and consistency in decision-making
7. You seek to understand people's needs and motivations
8. You model behaviour that shows respect, helpfulness and co-operation.

Skills

Communicating
Planning
Team-building
Leading by example
Providing feedback
Setting objectives
Motivating
Consulting
Problem-solving
Valuing and supporting others
Monitoring
Managing conflict
Decision-making
Following

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Suite	NOS for Operational Delivery Processing roles
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