SFJPH1.3
Help team members address problems affecting performance

Overview

This unit is about helping members of your team address problems affecting their performance. These may be work-related problems or problems arising from their personal circumstances.

The unit involves identifying problems affecting people's performance and discussing these in a timely way with the team members concerned to help them find a suitable solution to their problem. Sometimes you may need to refer the team member to specialist support services.

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You must be able to:

P1   give team members opportunities to approach you with problems affecting their performance

P2   identify performance issues and bring these promptly to the attention of the team members concerned

P3   discuss problems with team members at a time and place appropriate to the type, seriousness and complexity of the problem

P4   gather and check information to accurately identify the problem and its cause

P5   discuss the range of alternative courses of action and agree with the team member a timely and effective way of dealing with the problem

P6   refer the team member to support services or specialists, where necessary

P7   keep a confidential record of your discussions with team members about problems affecting their performance

P8   ensure your actions are in line with your organisation's policies for managing people

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

K1   the importance in giving team members opportunities to approach you with problems affecting their performance

K2   how to encourage team members to approach you with problems affecting their performance

K3   the importance of identifying performance issues and bringing these promptly to the attention of the team members concerned

K4   the importance of discussing problems with team members at a time and place appropriate to the type, seriousness and complexity of the problem

K5   how to gather and check the information you need to identify the problem and its cause

K6   the importance of identifying the problem accurately

K7   the range of alternative courses of action to deal with the problem

K8   the importance of discussing and agreeing with the team member a timely and effective way of dealing with the problem

K9   when to refer the team member to support services or specialists

K10 the importance of keeping a confidential record of your discussions with team members about problems affecting their performance, and how to do so

K11 the importance of ensuring your actions are in line with your organisation's policies for managing people and their performance

Industry/sector specific knowledge and understanding

You need to know and understand:

K12 industry/sector requirements for helping team members address problems affecting their performance

Context specific knowledge and understanding

You need to know and understand:

K13 the types of problems that your team members may encounter which can affect their performance

K14 your role, responsibilities and limits of authority when dealing with team members' problems

K15 the range of support services or specialists that exist inside and outside your organisation

K16 your organisation's policies for managing people and their performance

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Additional Information

Behaviours

1. You find practical ways to overcome barriers.
2. You show empathy with others' needs, feelings and motivations and take an active interest in their concerns.
3. You make time available to support others.
4. You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.
5. You show integrity, fairness and consistency in decision-making.
6. You confront performance issues and resolve them directly with the people involved.
7. You keep confidential information secure.
8. You check the validity and reliability of information.
9. You identify the implications or consequences of a situation.
10. You take timely decisions that are realistic for the situation.

Skills

Acting assertively
Communicating
Consulting
Decision-making
Empathising
Information management
Managing conflict
Monitoring
Problem-solving
Providing feedback
Reviewing
Setting objectives
Team-building
Valuing and supporting others

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