MPQPO15
Lead the work of teams and individuals to achieve their objectives in the extractive and mineral processing industry

Overview

This standard states the skills, knowledge and understanding required to demonstrate your competence in leading your team and its members, making best use of them to achieve their objectives. It includes planning and assessing work, and giving feedback

This standard is for you if you are a manager or supervisor with a tightly defined area of responsibility, some limited opportunity for taking decisions and managing budgets, with responsibility for achieving specific results by using resources effectively, and responsibility for allocating work to team members, colleagues or contractors.

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Performance criteria

You must be able to:

P1 give opportunities to your team members to contribute to the planning and organisation of their work

P2 make plans that are consistent with your team's objectives, realistic and achievable within organisational constraints

P3 explain to your team members your plans and their work activities in sufficient detail and at a level and pace appropriate to them

P4 confirm your team members' understanding of your plans and their work activities

P5 update your plans at regular intervals to take account of individual, team and organisational changes

P6 assess the work of teams or individuals, based on sufficient and valid information and against clear agreed criteria

P7 provide feedback to your team members in a situation and in a form and manner most likely to maintain and improve performance

P8 give feedback that is clear and is based on an objective assessment of your team members' work

P9 recognise team members' achievements and provides constructive suggestions and encouragement for improving their work

P10 give opportunities to team members to respond to feedback and suggestions

Knowledge and understanding

You need to know and understand:

K1 the importance of effective communication when explaining work plans and activities

K2 the importance of providing your team members with the opportunity to contribute to the planning and organisation of their work

K3 the types of organisational constraints which influence your planning

K4 the importance of planning work activities to organisational effectiveness and your role and responsibilities in relation to this

K5 how to develop realistic and achievable work plans for teams and individuals both in the short and medium term

K6 the team's objectives and how your plans succeed in meeting these

K7 the difference between someone who is within your line management control and someone for whom you have functional responsibility, and the implications this difference may have for planning work

K8 how to present work plans in a way that gains the support and commitment of those involved

K9 the importance of regularly reviewing work

K10 the principles of fair and objective assessment of work and how to ensure this is achieved

K11 the importance of assessing the ongoing work of teams and individuals and your role and responsibilities in relation to this

K12 the importance of providing opportunities to your team members to assess their own work and how you can enable and encourage this involvement

K13 the importance of being clear yourself about the purpose of assessment and of communicating this effectively to those involved

K14 how to gather and evaluate the information you need to assess the work of teams and individuals

K15 the purposes of work assessment, why work assessment plays a role in an organisation and how they apply to your own situation

K16 how to assess the work of teams and individuals, and processes in the workplace which can support such assessments

K17 the importance of good communication skills when providing feedback

K18 the principles of confidentiality when providing feedback, and who should receive which pieces of information

K19 how to give both positive and negative feedback to team members on their performance

K20 how to choose an appropriate time and a place to give feedback to teams and individuals

K21 how to give feedback in a way which encourages your team members to feel that you respect them

K22 the importance of providing clear and accurate feedback to your team members on their performance and your role and responsibilities in relation to this

K23 how to motivate team members and gain their commitment by providing feedback

K24 the importance of being encouraging when providing feedback to team members and showing respect for those involved

K25 why it is important to provide constructive suggestions on how performance can be improved

K26 the importance of giving those involved the opportunity to provide suggestions on how to improve their work

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