**Learner Name: Date:**

**Unit: H/506/1800: Unit 202 - Lead and manage a team (TL new)**

*All Assessment Criteria must be met and assessed in line with Skills CFA Assessment Strategy.*

1. **Be able to engage and support team members**

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| * 1. Explain organisational policies, procedures, values and expectations to team members   ***Answer:*** |  |
| 1.2 Communicate work objectives, priorities and plans in line with operational requirements |  |
| * 1. Explain the benefits of encouraging suggestions for improvements to work practices   ***Answer:*** |  |
| * 1. Provide practical support to team members facing difficulties |  |
| * 1. Explain the use of leadership techniques in different circumstances   ***Answer:*** |  |
| * 1. Give recognition for achievements, in line with organisational policies |  |
| * 1. Explain different ways of motivating people to achieve business performance targets   ***Answer:*** |  |

1. **Be able to manage team performance**

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| 2.1 Allocate responsibilities making best use of the expertise within the team |  |
| 2.2 Agree with team member(s) specific, measurable objectives (SMART) in line with business needs |  |
| 2.3 Provide individuals with resources to achieve the agreed objectives |  |
| 2.4 Monitor individuals progress, providing support and feedback to help them achieve their objectives |  |
| 2.5 Explain techniques to monitor individuals performance  ***Answer:*** |  |
| 2.6 Report on team performance in line with organisational requirements |  |

1. **Be able to deal with problems within a team**

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| 3.1 Assess actual and potential problems and their consequences |  |
| 3.2 Report problems beyond the limits of their own competence and authority to the right person |  |
| 3.3 Take action within the limits of their own authority to resolve or reduce conflict |  |
| 3.4 Adapt practices and processes as circumstances change |  |