

BSBWOR502 LEAD AND MANAGE TEAM EFFECTIVENESS

PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the participant to complete work related activities.
- Observations will be conducted of the participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below, providing your name, signature and date of assessment.
 - Your signature acknowledges that the assessor provided clear instructions and the participant understood what was required to complete this assessment.
- The assessor may substitute a Practical Task with another task of equal value.
 - Alternate tasks must be fully documented by the assessor.

Participant name

Lauren Symonds

Participant signature

Symonds

Assessor name

Grace Martin

Assessor signature

G Martin

Date

Click here to enter a date.

9/6/20

Number of tasks	Number of tasks completed	Satisfactory?	
		Yes	No
1		☒	☐

ASSESSOR COMMENTS

BSBWOR502

LEAD AND MANAGE TEAM EFFECTIVENESS

Practical Task 1	
Description of task: A suitable observer is to verify the participant's ability to lead teams in the workplace and to actively engage with the management of the organisation.	
These tasks may be simulated or real. The participant is to gather evidence of how they have completed each component of the Practical Task, which is to be submitted with this Practical Assessment sheet. The observer is to provide detailed comments on the tasks completed by the participant. The assessor is to verify the observer's comments in the Assessor Comments section, and provide the Practical Assessment outcome on the front cover of this document.	
Resources required: Project documentation, Office equipment and resources.	
Assessment of task	
Name of participant:	Lauren Symonds
Name of observer:	Grace Martin
Role of observer (Confirm suitability to sign)	Manager
Email address of observer	grace@rhmbi.com.au
Signature of observer:	
Date:	Click here to enter a date. 9/6/20
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.
1 Establish team performance plan	
1.1A. Consult team members to establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives.	☒
1.1B. Develop performance plans to establish expected outcomes, outputs, key performance indicators (KPIs) and goals for work team.	☒
1.1C. Support team members in meeting expected performance outcomes.	☒
2 Develop and facilitate team cohesion	
1.2A. Develop strategies to ensure team members have input into planning, decision making and operational aspects of work team.	☒
1.2B. Develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities.	☒
1.2C. Provide feedback to team members to encourage, value and reward individual and team efforts and contributions.	☒
1.2D. Develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed.	☒

3 Facilitate teamwork	
1.3A. Encourage team members and individuals to participate in and to take responsibility for team activities, including communication processes.	☒
1.3B. Support the team in identifying and resolving work performance problems.	☒
1.3C. Ensure own contribution to work team serves as a role model for others and enhances the organisation's image for all stakeholders.	☒
4 Liaise with stakeholders	
1.4A. Establish and maintain open communication processes with all stakeholders.	☒
1.4B. Communicate information from line manager/management to the team.	☒
1.4C. Communicate unresolved issues, concerns and problems raised by team members and follow-up with line manager/management and other relevant stakeholders.	☒
1.4D. Evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders.	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory	

OBSERVER COMMENTS



RHM Building Innovations
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Team Input and & planning

The following methods are put in place to encourage team input and planning

Weekly meetings

- Held on every Tuesday and Thursday
- All team members in the office to be present for the meeting
- Discussion of where projects are at, what actions need to be taken and what needs to be considered for future tasks
- Encourage all team members to have an input into the meeting
- Discuss scheduling of projects.
- Communication is key to cohesion of projects.

Ensure staff are able to prioritise tasks

- Mentor team members for tasks that have priority over others
- Methods used to help team members on track are 'To Do' lists, pop up reminders in calendars, tasks in Service M8 or any method that the team member prefers that suits their working style.

Celebrate success and achieve work goals

- Verbal or written communication to team members for work well done
- Work Goal achievements reached can be rewarded to team members, such as leave work early, team member lunches or non-monetary rewards
- Recognise team strengths in work activities

Allow everyone to play an active role

- Individual team members play a specific role in the team to bring experience or knowledge skills
- Value everyone's contribution to the team and the tasks to be performed
- Ensure every member is aware of their roles and their specific criteria for their role they need to meet.



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RHM Internal Issues

RHM's employees need to be able to respond, express concerns and problems without fear of censorship. Most workplace issues occur because people don't know what the processes is or because communication has broken down.

Staff can approach the manager with a verbal request or written request via email.

The following steps are a guide to make sure everyone is following workplace laws and resolve any issues with minimal expense, time and stress.

Step 1: Identify the issue

It is important to address concerns as soon as they arise to stop them from becoming more serious. Handling workplace issues can also help you to build better relationships with your employees, maintain employee morale and job satisfaction, retain staff, and maximise workplace productivity.

If an employee approaches you with a problem, you will need to get a clear understanding of their concerns.

Remember to stay calm and polite. Being defensive or aggressive won't help to solve the problem. Ask questions, demonstrate that you are ready and willing to talk and listen, find out what action the employee would like you to take to resolve the issue, take copies of supporting information, and most importantly reassure the employee that you are taking their concerns seriously. Advise your employee when you will respond.

Step 2: Check the law

Once the issue has been identified, you need to check your rights and responsibilities under the law. Ensure you are up to date with minimum pay rates and entitlements. These depend on enterprise agreement or award that applies to your employee.

Seek out information about enterprise agreements, superannuation, tax, workplace health and safety, workers compensation, or bullying and harassment.



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Step 3: Talk to the employee

Once you have checked your records, the law and have an understanding of the problem, organise a time to speak with the employee. It is important to prepare for this conversation. Summarise key points you want to cover, gather any supporting documents or information and considering your options for resolving the issue.

Remember to refer to any conversations you have already had about the issue, clearly outline the employee's entitlements (if that is what the issue is about), include any supporting information such as copies of pay slips, leave records and relevant information obtained. Stick to facts rather than opinions and give examples where possible.

Invite the employee to share their point of view and listen to what they have to say. Keep an open mind, there may be facts or issues you don't know about.

Step 4: Resolve the matter

Depending on the issue raised there are a number of ways to resolve it.

- Giving an explanation to the employee about their entitlements
- Back paying any unpaid entitlements
- Updating the employee's records to rectify any mistakes
- Updating any relevant policies and procedures
- Provide training
- Setting a date in the future to check in with the employee to ensure the issue has not re-occurred.

It is important to take action in a timely manner and monitor the situation to ensure the issue has been resolved. Write to your employee or all affected staff members to confirm the discussion and any actions that will be taken to resolve the matter.

Step 5: Seek further assistance

If you have followed steps 1 to 4 and still haven't been able to resolve the issue, you may want to ask a third party to help. A third party may be a mediator, your industry association or a solicitor. This depends on the issue you are trying to resolve.