

Title	Lead, coach and manage relationships for a team in a primary industry operation		
Level	5	Credits	15

Purpose	People credited with this unit standard are able to: demonstrate leadership and communication styles, and manage interpersonal relationships within the workplace; establish team behavioural expectations and standards; coach team members; establish, maintain, and enhance working relationships with a range of stakeholders.
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Classification	Primary Sector > Primary Sector Resources Management
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Available grade	Achieved
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Guidance Information

- 1 Legislation relevant to this unit standard includes but are not limited to:
 - Health and Safety at Work Act 2015;
 - Employment Relations Act 2000;
 - Privacy Act 1993;
 and any subsequent amendments.
- 2 All evidence presented in this unit standard must be in accordance with organisational requirements.
- 3 Definitions

Behavioural expectations relate to timeliness, interactions with colleagues, roles and responsibilities in relation to a particular goal or task.

To *Coach* means to develop skills, knowledge, and attitudes and to assist with the transfer of learning in a particular area. Coaching may include but is not limited to – performance coaching, business coaching, career coaching, life coaching.

Leadership in this context is the process of influencing others to engage in the work behaviours that are congruent with the organisation’s expectations necessary to reach organisational goals. This definition underpins each outcome and must inform assessments.

Organisational requirements refer to verbal or written instructions to staff on expectations and procedures for implementing and monitoring a positive work environment, working relationships, and team culture. Organisation’s requirements may relate to functions such as day-to-day business operations, planning, allocating work, assessing performance, service or product delivery.

Stakeholders refer to customers, suppliers, external contractors, local and regional authorities.

Team is a group whose members are jointly charged with working together to achieve a clearly defined purpose or outcome.

Outcomes and performance criteria

Outcome 1

Demonstrate leadership and communication styles, and manage interpersonal relationships within the workplace.

Performance criteria

1.1 Demonstrate leadership styles to influence others to achieve organisational goals in a manner consistent with the organisation's expectations.

Range evidence of two leadership styles is required.

1.2 Demonstrate a range of communication styles to influence others to achieve organisational goals in a manner consistent with the organisation's expectations.

Range evidence of two communication styles is required.

1.3 Demonstrate a range of strategies to manage interpersonal relationships within the workplace.

Range consultation, negotiation, mediation, facilitation.

Outcome 2

Establish team behavioural expectations and standards.

Performance criteria

2.1 Establish behavioural expectations and standards in consultation with the team.

2.2 Report and/or display behaviour expectations and standards in a format that meets the individual and team requirements.

2.3 Review and update behavioural expectations and standards at regular intervals.

Outcome 3

Coach team members.

Performance criteria

3.1 Coach team members in matters of culture to build cultural awareness within the team.

3.2 Facilitate collaborative decision making in a way that promotes the achievement of organisational goals.

- 3.3 Encourage collaborative approaches that facilitate effective teamwork.
- 3.4 Recognise and encourage contributions of individuals.
- 3.5 Coach team members to enhance performance.

Outcome 4

Establish, maintain, and enhance working relationships with a range of stakeholders.

Performance criteria

- 4.1 Establish, maintain, and enhance open working relationships with stakeholders.
- 4.2 Communicate information from stakeholders to team members.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 February 2017	31 December 2023
Review	2	16 December 2021	N/A

Consent and Moderation Requirements (CMR) reference	0052
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Muka Tangata - People, Food and Fibre Workforce Development Council qualifications@mukatangata.nz if you wish to suggest changes to the content of this unit standard.