

<b>Title</b>	<b>Provide leadership for a team in an organisation</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<p>This unit standard is for people who have responsibility for managing the output of a work team.</p> <p>People credited with this unit standard are able to: identify and use appropriate leadership styles in the workplace; establish team behavioural expectations and standards; facilitate a team in its work; and enhance working relationships with people outside the team.</p>
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<b>Classification</b>	Business Operations and Development > People Development and Coordination
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 This unit standard focuses on team leadership in an organisation. *Leadership* in this context is defined as the process of influencing others to engage in the work behaviours that are congruent with the organisation's vision and values necessary to reach organisational goals. This definition underpins each outcome and must inform assessments.
- 2 Legislation relevant to this unit standard includes but is not limited to: Employment Relations Act 2000, Health and Safety at Work Act 2015, Privacy Act 1993, and any other legislation relating to the organisation or its operations.
- 3 Definitions  
*Organisation* refers to a specific business entity which may be – profit or non-profit; in private, public, or voluntary sectors; a business unit, iwi, or other special-purpose body.  
*Team* is defined as a temporary or on-going group whose members are jointly charged with working together to achieve a clearly defined purpose or outcome.
- 4 This unit standard will be assessed on the basis of evidence of demonstrated and repeatable performance in the workplace.
- 5 Organisational requirements include but are not limited to – day-to-day business operations, planning, allocating work, assessing performance, service or product delivery.

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## Outcomes and performance criteria

### Outcome 1

Identify and use appropriate leadership styles in the workplace in accordance with the organisation's vision and values.

#### Performance criteria

- 1.1 Different personal and working styles of individuals and teams are identified and utilised to achieve defined goals and objectives.
- 1.2 Desired behaviours that are consistent with the organisation's vision and values are modelled.
- 1.3 Leadership styles are chosen and utilised to influence others to achieve organisational goals in a manner consistent with the organisation's vision and values.
- 1.4 Where individual or team styles are inconsistent with the organisation's vision, values, and goals, the individual or team are supported in order to achieve consistency.

### Outcome 2

Establish team behavioural expectations and standards in accordance with the organisation's vision and values.

#### Performance criteria

- 2.1 Behavioural expectations and standards are agreed and established in consultation and negotiation with the team, and aligned with the organisation's vision and values.
- 2.2 Agreed behavioural expectations and standards are clear and concise.
- 2.3 Behavioural expectations and standards are recorded in a format that meets individual, team, and defined organisational requirements.
- 2.4 Behavioural expectations and standards are reviewed and updated at regular intervals.

### Outcome 3

Facilitate a team in its work in accordance with the organisation's vision and values.

#### Performance criteria

- 3.1 Team processes ensure that issues identified by team members are recognised and addressed.

- 3.2 Actual and potential contributions of individuals and team are encouraged and recognised.
- 3.3 Opportunities to coach individuals or team are used to enhance performance.
- 3.4 Individuals and team are supported to continuously improve own performance.
- 3.5 Opportunities are taken to build mutual trust with team and within team.
- 3.6 Team is involved in decision making in a way that promotes the achievement of organisational goals and values.
- 3.7 Any innovative approaches that facilitate effective team work are encouraged.

#### **Outcome 4**

Enhance working relationships with people outside the team in accordance with the organisation's vision and values.

Range includes but is not limited to – colleagues, work associates, stakeholders; evidence is required for one person from each group.

#### **Performance criteria**

- 4.1 Open communication processes with people outside the team are established and maintained.
- 4.2 Information from outside the team is communicated to team members.
- 4.3 Unresolved issues, concerns, and problems raised by team members are communicated to, and followed up with, relevant people outside the team, including line manager/management.
- 4.4 Unresolved issues, concerns, and problems raised by people outside the team, both within and outside the organisation, are identified and necessary corrective action is taken.

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**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	31 January 1997	31 December 2018
Revision	2	7 September 1999	31 December 2018
Review	3	20 February 2009	31 December 2018
Review	4	17 November 2011	31 December 2018
Rollover	5	15 August 2013	31 December 2018
Rollover	6	18 May 2017	31 December 2018
Reinstatement	7	27 June 2019	31 December 2020
Review	8	27 May 2021	31 December 2023

**Consent and Moderation Requirements (CMR) reference**

0113

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.