

<b>Domain</b>	<b>WHOLESALE AND RETAIL FRONTLINE SUPERVISION</b>	<b>Unit ID: 2127</b>
<b>Title:</b>	<b>Motivate and Build a Team</b>	
<b>Level: 3</b>		<b>Credits: 10</b>

### Purpose

This unit standard is intended for those who motivate and build a team. People credited with this unit standard are able to explain the importance of motivating a team, demonstrate an understanding of self and team members in a workplace, apply theories of motivation and group dynamics, implement a plan of action to strengthen a team, provide feedback and recognise achievements.

This unit standard is intended for people who carry out work in the wholesale and retail operations.

### Special Notes

1. Entry information:  
Prerequisite:  
*None*
2. This unit standard is to be delivered and assessed in the context of Wholesale & Retail operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
3. Assessment evidence may be collected from a real workplace, or simulated workplace in which wholesale and retail functions are carried out.
4. Regulations and legislation relevant to this unit standard include the following:
  - Labour Act, No. 11 of 2007
  - Occupational Health and Safety Regulations relating to employees at work schedule 1(1) Act 11 of 2007, Regulation No. 156, 1992)

### Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on [www.nta.com.na](http://www.nta.com.na).

### Elements and Performance Criteria

#### Element 1: Explain the importance of motivating a team

##### Performance Criteria

- 1.1 Reasons why motivation is important are explained with examples.
- 1.2 Indicators of motivation are identified according to theory and practice.

## **Element 2: Demonstrate an understanding of self and team members in a workplace**

### **Performance Criteria**

- 2.1 Own strengths and areas for development are identified based on self-reflection and feedback.
- 2.2 Strengths and areas of development of team are identified based on observation and feedback.

## **Element 3: Apply theories of motivation and group dynamics**

### **Range**

Group dynamics includes, but is not limited to, conflict, personality, skills, culture, value, ethics, knowledge and power.

### **Performance Criteria**

- 3.1 Theories of motivation are compared.
- 3.2 Elements of group dynamics are identified according to theory and practice.
- 3.3 An action plan to strengthen the team is compiled according to Standard Operating Procedures.

## **Element 4: Implement a plan of action to strengthen a team**

### **Performance Criteria**

- 4.1 The team commitment is obtained to achieve the action plan.
- 4.2 Implementation is executed according to the action plan.
- 4.3 Implementation of the plan is monitored and amended accordingly.

## **Element 5: Provide feedback and recognise achievements**

### **Performance Criteria**

- 5.1 Group dynamics is observed and reflected on by the team leader, according to theory and practice.
- 5.2 Feedback is provided to each member of the team according to observation.
- 5.3 Recognition is given to team members who have contributed to the development of the team.
- 5.4 Feedback and observation are used to implement corrective action and provide changes to the action plan, where appropriate.

## **Registration Data**

<b>Subfield:</b>	Wholesale and Retail
<b>Date first registered:</b>	14 March 2019
<b>Date this version registered:</b>	14 March 2019
<b>Anticipated review:</b>	2024
<b>Body responsible for review:</b>	Namibia Training Authority