

	Unit ID: 2122
Domain	WHOLESALE AND RETAIL FRONTLINE SUPERVISION
Title:	Apply knowledge of self and team in order to develop a plan to enhance team performance
Level: 3	Credits: 5

Purpose

This unit standard is intended for those who apply knowledge of self and team in order to develop a plan to enhance team performance. People credited with this unit standard are able to demonstrate knowledge and understanding of self as a worker in a specific work position, identify own role in an organization, use a variety of strategies to deal with potential conflict in a team or group, demonstrate knowledge and understanding of the dynamic within a specific group, develop a plan of action to enhance the performance of a team.

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.

Elements and Performance Criteria

Element 1: Demonstrate knowledge and understanding of self in a specific work position

Performance Criteria

- 1.1 Own strengths and weaknesses are identified.

1.2 Personal development plan to strengthen performance is compiled.

Element 2: Identify own role in an organisation

Performance Criteria

- 2.1 Organogram of an organisation is interpreted.
- 2.2 An organisations expectations of a worker are explained and an indication is given as to how performance is monitored and measured.
- 2.3 Values and attitudes of an organisation are explored with reference to the organisation's code of ethics or conduct.
- 2.4 Effects of the code of conduct on decisions making are indicated.

Element 3: Use strategies to deal with conflict in a team or group

Performance Criteria

- 3.1 Conflicts in a team or group are identified and dealt with according organisational guidelines.
- 3.2 Strategies for creating a positive working environment in a team or group are explored.
- 3.3 Situations that hamper efficiency in a group are identified and suggestions are made to improve these situations.
- 3.4 Support systems to deal with conflict in the team are identified and implemented.

Element 4: Demonstrate knowledge and understanding of the dynamic within a group

Performance Criteria

- 4.1 Strengths and weaknesses of a group or team are identified.
- 4.2 Strengths and weaknesses of individuals within a group or team are identified in order to decide on an appropriate management strategy.
- 4.3 Situations that are a cause of concern or dissent in a group or team are identified and plan is developed to minimise negative effect on the team.
- 4.4 Positive situations in a group or team are identified and a plan is developed to maximise the effect on the team's performance.

Element 5: Develop a plan of action to enhance the performance of a team

Performance Criteria

- 5.1 Goals appropriate to the team are set in order to improve performance within a specific organisation.
- 5.2 A plan of action is developed as a means of achieving group or team goals.

- 5.3 The importance of consultation and joint decision making in setting team or group goals is explained and an indication is given of how a team can be involved in a goal setting process.
- 5.4 Progress in the implementation of team goals is monitored and an indication is given of when and how it may be necessary to amend the plan.

Registration Data

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