

For Team Leaders

Competency Unit: Lead a Service Team

Reference Number: SV-CS-301G-0

COURSE OVERVIEW

On successful completion of this unit the learner will have the knowledge and application skills in promoting team effectiveness by developing team plans to meet expected service outcomes, leading a small service team and proactively working with organizational line management to improve service delivery. This unit includes:

1. Plan to achieve team service outcome

- 1.1 Establish the roles, responsibilities and accountabilities of service team members in accordance with the organisation's objectives and operational procedures.
- 1.2 Plan and arrange for resources required to achieve service goals, plans and objectives.
- 1.3 Involve team members in planning and organising their work to meet the organisation's service goals, plans and objectives.
- 1.4 Recognise and utilise the strengths and attributes of individuals when allocating work tasks.
- 1.5 Organise the team to achieve service goals, plans and objectives in accordance with organisational procedures.

2. Develop team cohesion

- 2.1 Build and maintain trust, respect and rapport with and between service teams and individuals to foster a team oriented environment.
- 2.2 Facilitate and encourage service team to use effective communication processes to obtain and share information in accordance with organizational communications systems and procedures.
- 2.3 Manage team conflicts to prevent team disunity.

3. Participate in and facilitate a service team

- 3.1 Actively participate in and facilitate service team activities to encourage service team members' and guide service team performance.
- 3.2 Identify and manage difficult team members
- 3.3 Demonstrate the skills, attributes and behaviours required of service team members within the organisation.
- 3.4 Provide support to service team members to strengthen team service performance.
- 3.5 Ensure the provision of necessary resources for the service team in accordance with job role and responsibilities.
- 3.6 Facilitate team decision making in accordance with the service team's purpose, roles, responsibilities and accountabilities.

4. Coordinate with management on service issues

- 4.1 Identify relevant personnel by studying the organisation's structure.
- 4.2 Maintain open contact and communication with relevant line managers to provide and obtain feedback on service delivery.
- 4.3 Recognise personal limitations with regard to decision making and escalate service issues to relevant personnel where necessary.
- 4.4 Seek relevant information and advice from related line managers as required to ensure service issues may be resolved.
- 4.5 Respond promptly, in agreed format, to line manager's requests for information.

Upon successful completion of this module, participants will be awarded one (1) nationally recognized **Statement of Attainment (SOA)** issued by the **Singapore Workforce Development Agency (WDA)**.

Recommended Training Hours	24 Hours (4 hours x 6 sessions)
Course Fee:	\$48.15* (GST included) for Singaporean or Singapore PR only <i>*at 90% subsidies for Singaporean or Singapore PR</i>
Venue:	Singapore Institute of Retail Studies (SIRS) 490 Lorong 6 Toa Payoh #08-10/11 HDB Hub Biz Three (3) Singapore 310490
Absentee Payroll:	Eligible agencies may claim absentee payroll at up to \$4.50 per training hour for staff who are Singaporean or Singapore PR

For more information/registration or to form your own corporate class, please call:

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What is WSQ?

The Singapore Workforce Skills Qualifications (WSQ) is a national credentialing system. It trains, develops, assesses and recognises individuals for competencies companies are looking for.

Based on national standards developed by WDA in collaboration with various industries, WSQ comprises industry sectoral frameworks which serve to:

- Professionalise the industry, where industry lacked recognised Continuing Education and Training (CET) qualifications
- Enhance labour market flexibility and skills portability in growing industry with high demand of skilled workers and professionals.

The WSQ system is designed to be practical, accessible and affordable, enabling every individual to take charge of your own career and advancement. It is also a powerful business tool for employers to access and maintain a skilled workforce, thus enhancing their competitive edge and advancing their businesses.

Key features

- An occupational and competency-based system designed to build capabilities of industry
- Singular and flexible training modules which can be taken as and when required; or built up to full qualifications
- Assessment and certification are based on ability to demonstrate capabilities required by industry
- Recognise prior learning such as work experience and credentials
- Qualifications and certifications are based on Industry-agreed standards
- WSQ qualifications are comparable to credentials issued by international and local awarding bodies.

WSQ Benefits

Individuals	Employers
Plan career path and assist entry into new industry	Benchmark best practices
Upgrade skills and advance your career through clear progression pathways	Guide development of job descriptions
Qualifications and certifications allow you to describe skills set clearly to employers	Improve performance management systems and training programmes
Obtain portable credentials for existing skills	Establish employees' career paths
Assess and benchmark your capabilities against industry-established work standards	Guide training needs analysis
Support and promote best practices your workplace	Facilitate recruitment of competent staff equipped with required occupational and industry capabilities
	Strengthen in-house training capabilities