Principles of Developing, Managing and Leading

Description

1500 words

1.1 Evaluate the use of theoretical models for developing, managing and leading teams

1.2 Discuss practical approaches for effective team management and leadership

1.3 Analyse strategies for managing team leaders

1.4 Develop approaches to respond to the challenges of managing and leading multiple and remote teams

1000 words

2.1 Evaluate techniques for assessing current and future team capabilities and requirements

2.2 Analyse a process for recruiting team members

2.3 Assess the factors which impact on the selection of learning and development activities for individuals and teams

2.4 Examine the use of coaching and mentoring models to support team development

300 words

3.1 Discuss methods used to monitor and manage individual and team performance

From the list shown below, write an account discussing THREE (3) methods that can be used for monitoring and managing individual and team performance (AC3.1).

Customer feedback, opinions and reviews

SMART objectives

Key performance indicators (KPIs)

Scorecards (e.g. Balanced Scorecard, Kaplan and Norton, 1992)

Error rates

Output

Benchmarks and targets

Service level agreements (SLAs)

Speed of response

Structured performance reviews

180o/360 o feedback

Disciplinary procedures

500 words

3.2 Evaluate good practice for enabling and supporting high performing teams

3.3 Analyse motivational techniques used to create high performing teams