

Title	Demonstrate and apply knowledge of team-building skills		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to: demonstrate knowledge of the processes of team building in the workplace; facilitate team-building processes in a workplace activity; and review and evaluate workplace team-building processes in relation to the workplace.
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Classification	Business Operations and Development > People Development and Coordination
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Available grade	Achieved
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Guidance Information

- 1 This unit standard is for people who manage or supervise work teams.
- 2 Legislation relevant to this unit standard includes but is not limited to: Health and Safety at Work Act 2015.
- 3 Definitions
Team, in the context of this unit standard, is a temporary or ongoing group whose members are jointly charged with working together to achieve a clearly defined purpose or outcome.
Workplace refers to a permanent or semi-permanent site where work is undertaken. It may also refer to a specific project undertaken in a workplace.
- 4 This unit standard will be assessed on the basis of evidence of demonstrated performance in the workplace, or in simulated situations that demand performance equivalent to that required in work.
- 5 Assessment materials should consider [Te Tiriti o Waitangi - Programme Development: Supporting Information](#)

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the processes of team building in the workplace.

Performance criteria

- 1.1 The objectives and outcomes of the workplace activity are identified.

- 1.2 The underpinning processes of team formation are described in relation to the workplace activity.
- Range processes may include but are not limited to – forming, storming, norming, performing, adjourning.
- 1.3 Styles of team leadership and membership are identified and contrasted in terms of their potential impact on team dynamics.
- Range styles may include but are not limited to – autocratic, consultative, representative, cooperative, permissive, confrontational, supportive, distant; evidence of at least three styles is required.
- 1.4 Team membership roles, and their potential impacts on team dynamics are described.
- Range roles – task focused, process focused, blocking.
- 1.5 Principles of effective delegation are identified and explained in terms of their relevance to team building.
- Range principles may include but are not limited to – devolvement of responsibility to team members, setting context for delegation, establishing clear objectives and standards, granting autonomy and formal authority to act, agreeing on reporting structure within the team; evidence of at least three principles is required.
- 1.6 Factors affecting team dynamics are identified and explained in terms of their potential impact on intended outcomes.
- Range includes but is not limited to – organisational environment, team and/or organisational culture.

Outcome 2

Facilitate team-building processes in a workplace activity.

Performance criteria

- 2.1 The underpinning principles of team formation are used to achieve the intended outcomes of the activity.
- Range processes may include but are not limited to – forming, storming, norming, performing, adjourning.
- 2.2 Skills and abilities of team members are analysed, and roles agreed to achieve the intended outcomes of the activity.
- 2.3 Team-building processes are applied to achieve activity outcomes.

Outcome 3

Review and evaluate workplace team-building processes in relation to the workplace activity.

Performance criteria

- 3.1 Review examines and evaluates the effectiveness of team roles used in terms of their contribution to the outcomes of the activity.
- 3.2 Review examines and evaluates the effectiveness of the team-building processes in achieving the intended outcomes of the activity.
- 3.3 Review notes recommendations about team building for future team activities in the workplace.

Planned review date	31 December 2030
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	30 April 2001	31 December 2018
Review	2	18 December 2006	31 December 2018
Review	3	17 November 2011	31 December 2018
Rollover	4	15 August 2013	31 December 2019
Reinstatement and Review	5	31 May 2018	31 December 2028
Rollover and Revision	6	27 April 2023	31 December 2028
Review	7	Dd mm yyyy	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.