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| Overview | This standard covers the competence required as a team leader so that work activities are carried out in ways that ensure effective working relationships with colleagues, team members and managers. It includes minimising the potential for interpersonal conflict and dealing with such conflicts should they arise.  **Target Group**  This standard applies to individuals at the operational level with responsibility for maintaining effective working relationships on any size vessel working in any operational area. |

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| **Performance criteria**  You must be able to: | 1. treat colleagues, team members and managers in a manner which shows respect for individuals 2. keep colleagues, team members and managers informed about plans and activities 3. clearly define the responsibilities of the team and its individual members and the limits of their authority 4. allocate work to make the best use of individual and team resources and the abilities of those concerned 5. promptly identify poor performance within the team, discuss with those concerned and agree the action to be taken 6. resolve conflicts in accordance with statutory and organisational requirements 7. provide timely and accurate reports to managers on activities, progress, results and achievements 8. make clear and realistic proposals to colleagues, team members and managers for action to achieve objectives |

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| Knowledge and understanding  You need to know and understand: | 1. how to monitor compliance with legislative requirements 2. the officer's managerial role and key responsibilities 3. the principles of planning, directing and monitoring progress 4. how to communicate effectively 5. the importance of creating a safety culture in the workplace 6. the principles relating to the management of people 7. the types of conflict that may occur between people at work and the action to take 8. the requirements of records for commercial and legislative purposes 9. the relationship between law, codes and other forms of guidance 10. the law, codes, principles and procedures and other forms of guidance relating to health, safety, working practices and environmental standards 11. issues regarding personal and corporate penalties for unlawful acts or omissions and for breaches of company regulations 12. the application of statutory regulations and guidelines, organisational instructions and guidance and vessel contingency plans |

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