

CFAMLB6

Provide leadership in your area of responsibility



Overview

The unit is about providing direction to people in a clearly and formally defined area or part of an organisation and motivating and supporting them to achieve the vision and objectives for the area. The 'area of responsibility' may be, for example, a branch or department or functional area or an operating site within an organisation.

The unit is recommended for first line managers and middle managers.

This unit is linked to all other units in the overall suite of National Occupational Standards for Management and Leadership where leadership in your area of responsibility may be required.

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Performance criteria

You must be able to:

- P1 create a vision of where your area is going and clearly and enthusiastically communicate it, together with supportive objectives and operational plans, to the people working within your area
- P2 ensure that people working within your area understand and can see how the vision, objectives and operational plans link to the vision and objectives of the overall organisation
- P3 steer your area successfully through difficulties and challenges, including conflict, diversity and inclusion issues within the area
- P4 create and maintain a culture within your area which encourages and recognises creativity and innovation
- P5 develop a range of leadership styles and select and apply them to appropriate situations and people
- P6 communicate regularly, making effective use of a range of different communication methods, with all the people working within your area and show that you listen to what they say
- P7 give people in your area support and advice when they need it especially during periods of setback and change
- P8 motivate and support people in your area to achieve their work and development objectives and provide recognition when they are successful
- P9 empower people in your area to develop their own ways of working and take their own decisions within agreed boundaries
- P10 encourage people to take the lead in their own areas of expertise and show willingness to follow this lead
- P11 win, through your performance, the trust and support of people within your area for your leadership and get regular feedback on your performance

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 the fundamental differences between management and leadership
- K2 how to create a compelling vision for an area of responsibility
- K3 how to select and successfully apply different methods for communicating with people across an area of responsibility
- K4 a range of different leadership styles and how to select and apply these to different situations and people
- K5 how to get and make use of feedback from people on your leadership performance
- K6 types of difficulties and challenges that may arise, including conflict, diversity and inclusion issues within the area, and ways of identifying and overcoming them
- K7 the benefits of and how to create and maintain a culture which encourages and recognises creativity and innovation
- K8 the importance of encouraging others to take the lead and ways in which this can be achieved
- K9 how to empower people effectively
- K10 how to select and successfully apply different methods for encouraging, motivating and supporting people and recognising achievement

You need to know and understand:

Industry/sector specific knowledge and understanding

- K11 leadership styles common in the industry/sector
- K12 legal, regulatory and ethical requirements in the industry/sector

You need to know and understand:

Context specific knowledge and understanding

- K13 your own values, motivations and emotions
- K14 your own strengths and limitations in the leadership role
- K15 the strengths, limitations and potential of people that you lead
- K16 your own role, responsibilities and level of power
- K17 the vision and objectives of the overall organisation
- K18 the vision, objectives, culture and operational plans for your area of responsibility
- K19 types of support and advice that people are likely to need and how to respond to these
- K20 leadership styles used across the organisation

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Additional Information

Behaviours

1. You articulate a vision that generates excitement, enthusiasm and commitment.
2. You create a sense of common purpose.
3. You take personal responsibility for making things happen.
4. You make complex things simple for the benefit of others.
5. You encourage and support others to take decisions autonomously.
6. You act within the limits of your authority.
7. You make time available to support others.
8. You show integrity, fairness and consistency in decision-making.
9. You seek to understand people's needs and motivations.
10. You model behaviour that shows respect, helpfulness and co-operation.
11. You encourage and support others to make the best use of their abilities.

Skills

Listed below are the main generic 'skills' that need to be applied in providing leadership in your area of responsibility. These skills are explicit/implicit in the detailed content of the unit and are listed here as additional information.

Communicating
Influencing and persuading
Leading by example
Motivating
Consulting
Planning
Setting objectives
Providing feedback
Coaching
Mentoring
Valuing and supporting others
Empowering
Learning
Following
Managing conflict
Obtaining feedback

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Suite	Management and Leadership National Occupational Standards 2008; Community Arts Management; Fundraising; Gambling; Animal Technology
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