

Overview

This standard identifies requirements for leading team effectiveness. It includes coordinating roles within the team, developing team practices, supporting full participation, and maintaining high professional standards.

Performance criteria

You must be able to:

1. lead the direction and promote team ownership of outcomes and the workplace vision
2. lead the implementation of communication, development, monitoring and review systems to achieve team outcomes and workplace vision
3. work in collaboration to support the team ownership of individual and collective responsibilities
4. lead and promote equality, diversity, inclusion and rights to respect and value others
5. develop a culture of shared leadership and promote innovation, creativity, learning and performance improvement
6. model and lead standards of ethical, professional practice and accountability
7. use effective professional communication with others
8. create environments that support the sharing of ideas, perspectives and concerns to enhance collaboration
9. lead and manage teams through new and complex practices, and change
10. support teams to manage group dynamics, conflict resolution and problem solving
11. empower teams to manage own mental health and wellbeing practices
12. model mental health and wellbeing practices
13. support teams to monitor and review performance and identify areas for improvement
14. reinforce the values, strengths, and progress of teams in achieving outcomes
15. support teams to manage work commitments and meet deadlines
16. develop and share your knowledge and skills to lead effective teams
17. complete records and reports required for leading the effectiveness of teams
18. reflect on how you carried out your roles and responsibilities when leading the effectiveness of teams

Knowledge and understanding

You need to know and understand:

1. the different communication, development, monitoring and review systems which support team outcomes and workplace visions
2. how to promote team ownership of outcomes and workplace vision and why this is important
3. how to apply trauma informed principles to embed trauma informed practice in teams
4. the importance of leadership at all levels in the workplace and citizen leadership
5. the role of shared leadership in promoting a culture of innovation, creativity, learning and performance improvement
6. the importance of high standards of ethical, professional practice and accountability
7. how to work in partnership with others to lead the effectiveness of teams
8. methods for engaging teams and ensuring communication is clear and inclusive
9. the influence of neurodivergence and additional needs on working effectively with others
10. factors which create safe psychological environments and encourage the sharing of ideas, perspectives and concerns
11. how to demonstrate active listening and empathy
12. styles of interaction and how these can affect team working
13. the influence of culture, background and spirituality on working effectively with others
14. how to respond to issues and concerns which may occur when working with others
15. the importance of promoting dignity, kindness and compassion when working with others
16. techniques and methods for supporting emotional regulation, resilience and wellbeing of teams
17. how to support teams to monitor and review performance and identify areas for improvement
18. the importance of reinforcing the value and strengths of teams, as well as their progress in achieving outcomes
19. how to manage performance concerns
20. the impact of work priorities and how to support teams in busy and stressful

Lead the effectiveness of teams

times

21. how to use coaching and mentoring to lead the effectiveness of teams
22. your leadership strengths, areas for development and strategies to improve
23. how to develop and share your knowledge and skills to lead effective teams
24. how to use new and emerging digital technology to lead the effectiveness of teams
25. the principles of sustainability and how to effectively lead teams to integrate these principles into daily practice
26. the records and reports required for leading the effectiveness of teams
27. theories relevant to leading the effectiveness of teams
28. the relevant legal requirements, standards of practice, frameworks and guidance for leading the effectiveness of teams
29. the workplace requirements for equality, diversity, inclusion, and rights when leading the effectiveness of teams
30. how your personal experiences and unconscious bias may impact when leading the effectiveness of teams, and how to address this
31. the role of supervision, reflective practice and learning and development in leading the effectiveness of teams

Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

HSCCLD46



Lead the effectiveness of teams

Developed by	Skills for Care & Development
Version Number	1
Date Approved	31 Jan 2026
Indicative Review Date	31 Jan 2031
Validity	Current
Status	Original
Originating Organisation	Skills for Care and Development
Original URN	HSCCLD46
Relevant Occupations	Social Care and Childrens Care
Suite	Health and Social Care & Childcare Learning and Development
Keywords	Lead the effectiveness of teams, health and social care, children's care learning and development
