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## Overview

This standard is about the skills and knowledge needed for you to provide leadership in your area of responsibility of a food and drink business. Leadership is essential to the fulfilment of organisational plans within a food and drink business. Meeting the exact requirements of the food and drink business with respect to compliance, quality, productivity and exacting customer requirements need strong leadership throughout. You will need the skills and knowledge to communicate the plans and objectives for your area of responsibility in the food and drink business and motivate colleagues in line with the food and drink business policy, plans and culture. You will need the skills and knowledge to address problems and obtain feedback on the style and effectiveness of your leadership. You will also need the skills and knowledge to recognise the importance of mental resilience in yourself and others. This standard is for you if you work in food and drink operations and/or supply operations and are involved in providing leadership for your area of responsibility of a food and drink business.

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## Performance criteria

*You must be able to:* Lead and motivate your area of responsibility

1. define the area of your responsibility within the food and drink business including resources and responsibilities
2. convey the organisational culture when providing leadership to your area of responsibility in a food and drink business
3. communicate the objectives and plans of your area of responsibility and how these will be measured to the relevant people
4. develop a range of leadership styles to address different situations and people
5. develop and maintain motivation within your area of responsibility
6. encourage people in your area of responsibility to make decisions within agreed boundaries
- Resolve problems and obtain feedback
7. steer your area of responsibility through conflict, challenges and change
8. support people in your area of responsibility through periods of conflict and change
9. check colleagues have the skills, knowledge and understanding to carry out their objectives
10. build mental resilience in yourself and others
11. obtain feedback on your leadership style

## Knowledge and understanding

*You need to know and understand:*

1. how to define the area of your responsibility and why it is important to do so
2. the food and drink business culture and how to conduct yourself in a way that supports maintenance of this culture
3. the different methods of communication and information technology available within your food and drink business and how to make best use of them
4. why it is important to ensure your area of responsibility has sufficient resources to carry out its objectives
5. the importance of leadership to the organisational compliance, quality and productivity requirements in a food and drink business
6. how to persuade and motivate people in your area of responsibility
7. why it is important to recognise leadership within colleagues and enable this leadership to be used to the benefit of the food and drink business
8. why it is important to address conflict within your area of responsibility and how to do this
9. how to support people within your area of responsibility through conflict, challenges and change and why it is important to do this
10. why mental resilience is important to leadership and how to

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increase it in yourself and others

11. the importance of receiving feedback on your leadership style and

how to make use of it

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