

Specification of Competency Standards for the Retail Banking

**Unit of Competency**

**Other Core Generic Competences > 10.1 Business Goal Management**

Title	Build alignment among different team members to work towards a unified goal
Code	107598L6
Range	Align team members to work on the same goal in the context of managing individual / cross-functional teams when carrying out projects of different natures and scales. The context is more related to a broad range of situations and professional work activities in the absence of complete or consistent data / information where R&D skills with creative responses are employed as the problem solving approach to complex management situations
Level	6
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Develop a common team goal <ul style="list-style-type: none"> <li>Be able to: <ul style="list-style-type: none"> <li>• Set goals which are aligned with corporate strategies</li> <li>• Develop team managing plans with reference to the needs, preference and personality of fellow team members</li> <li>• Cultivate shared understanding of the team goal among team members</li> </ul> </li> </ul> </li> <li>2. Communicate the goal to members in a tactful manner <ul style="list-style-type: none"> <li>Be able to: <ul style="list-style-type: none"> <li>• Articulate the vision, mission, values, directions, plans and strategies, etc.</li> <li>• Act as a role model by demonstrating proper attitudes and behaviors to drive the work team to achieve high level of performance</li> <li>• Set priority for goals and resources based on their importance and availability and communicate specifically with responsible team members</li> </ul> </li> </ul> </li> <li>3. Develop commitment to the goal among team members <ul style="list-style-type: none"> <li>Be able to: <ul style="list-style-type: none"> <li>• Make active attempts to influence team members to achieve goals effectively</li> <li>• Foster an environment and culture for change, actively lead and champion change initiatives in the work unit</li> <li>• Promote and recognize achievements of individuals and work teams by giving constructive feedback and incentives</li> </ul> </li> </ul> </li> </ol>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Under the context of a broad range of situations and professional work activities in the absence of complete or consistent data / information where R&amp;D skills with creative responses are employed as the problem solving approach to complex management situations</li> <li>• Achieving high degree of understanding and motivation among team members through employing a wide range of tactics (e.g. communications, change management, recognition, etc.) after analyzing the needs, preferred styles and personality of different employee</li> </ul>
Remark	