

1. Title	Manage staff relations
2. Code	BEZZCN408A
3. Range	Manage staff relation effectively at beauty-related workplaces, so as to bring out the full potential of the beauty professionals of the organization and to enhance the performance of staff management
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of staff relation management ◆ Understand the theories of beauty staff relation management, such as:</p> <ul style="list-style-type: none"> • Personnel management techniques • Motivating staff • Counselling staff • Team management <p>6.2 Implement staff relation management ◆ Implement staff relation management according to corporate policies</p> <ul style="list-style-type: none"> • Develop staff's basic personnel skills <ul style="list-style-type: none"> ▸ Understand the needs of individual staff members ▸ Apply communication skills to have good communication with staff ▸ Build up staff's self-confidence ▸ Gain staff's trust and commitment • Motivate staff <ul style="list-style-type: none"> ▸ Help to bring out their full potential ▸ Develop staff to enhance performance ▸ Build up partnership ▸ Set up models ▸ Incentives and promotion • Counsel staff <ul style="list-style-type: none"> ▸ Understand and to coach them ▸ Handle their personal problems e.g. late for work, EQ, pressure management, etc. ▸ Handle their disputes and grievances ▸ Self assessment • Team management <ul style="list-style-type: none"> ▸ Set team goal ▸ Analyze the strength of the team, strengths and weaknesses of team members ▸ Liaise effectively to build up team spirit

	<ul style="list-style-type: none"> ◆ Master the factors affecting staff relation management, such as: <ul style="list-style-type: none"> • Employment Ordinance • Ethical standards • Equal opportunities • Sexual harassment • Personal privacy • Aspects of Prevention of Bribery Ordinance ◆ Master the changes of market environment, adjust staff relation management strategies and maintain good relationships with staff so as to enhance the performance of the beauty professionals
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to implement staff relation management effectively to bring out the full potential of the beauty professionals; (ii) Capable to maintain good staff relationships with the beauty professionals to enhance team spirit; and (iii) Capable to propose adjustments to staff relation management strategies according to the changes of market environment, so as to enhance the performance of the beauty professionals.
8. Remarks	