

Specification of Competency Standards of the Beauty and Hairdressing Industry

**Unit of Competency**

**Functional Area: Operational Management**

Title	Manage Staff Relations
Code	105433L4
Range	This unit of competency (UoC) is applicable in the hairdressing industry. It requires analysis and judgement. Practitioners should be able to manage staff relation effectively, so as to bring out the full potential of the hairdressing professionals of the organization and to enhance the performance of staff management.
Level	4
Credit	9 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess knowledge of managing staff relations <ul style="list-style-type: none"> <li>• Understand the importance of managing staff relations properly to the organization</li> <li>• Understand general theories of hairdressing staff relation management, such as: personnel management techniques, staff motivation methods, staff counselling techniques, team management, etc.</li> <li>• Know about techniques of managing hairdressing employees, e.g.: styles of professional hair stylists, promotion ladder and turnover of hairdressing employees, etc.</li> <li>• Understand how to create fair competition and to handle disputes/grievances among teams</li> </ul> </li> <li>2. Execute staff relations management <ul style="list-style-type: none"> <li>• Execute staff relations management according to corporate policies <ul style="list-style-type: none"> <li>• Develop staff's basic skills, including: understanding the needs of individual staff members, applying communication skills to have good communication with staff, building up staff's self-confidence and gaining staff's trust and commitment</li> <li>• Motivate staff, e.g. help to bring out their full potential, develop staff to enhance performance, build up partnership with them, set up models, provide incentives and promotion</li> <li>• Counsel staff, e.g. understand their needs and coach them appropriately, handle their personal problems (e.g. late for work, EQ, pressure management, etc.)</li> <li>• Team management, including: setting team goal, analyzing the strength of the team, strengths and weaknesses of team members, liaising effectively and building up team spirit</li> <li>• Build up team spirit by means of in-house and outreach activities organized by the organization</li> <li>• Design campaigns for the employees to gain recognition and respect</li> </ul> </li> <li>• Follow up and handle cases affecting the management of staff relations, such as employment disputes, sexual harassment, personal privacy, bribery, etc.</li> <li>• Master the changes of market environment, adjust staff relations management strategies and maintain good relations with staff so as to enhance the performance of the hairdressing professionals</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Ensure staff relations are managed in a fair and just way to avoid causing staff dissatisfaction and to establish harmonious relations with them</li> <li>• Comply with the Code of Practice on Human Resource Management under the Personal Data (Privacy) Ordinance</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Execute staff relations management effectively to bring out the full potential of the employees;</li> <li>• Maintain good staff relations to bring out team spirit; and</li> <li>• Propose adjustments to staff relations management strategies according to the changes of market environment, so as to enhance the performance of the hairdressing professionals.</li> </ul>
Remark	