

**Specification of Competency Standards**  
**for the Property Management Industry**  
**Unit of Competency**

Functional Area - Human Resources Management relating to a Property

Title	Lead the teams in the provision of quality services
Code	110596L4
Range	Leading the teams, applicable to leading the teams in providing quality services to customers
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thorough understand legislations and skills of team management</p> <ul style="list-style-type: none"> <li>• Thoroughly understand the general legislations and codes of practice of employee conduct, the employee handbook of the organization</li> <li>• Thoroughly understand the essentials of building team spirits</li> </ul> <p>2. Lead and manage the teams</p> <ul style="list-style-type: none"> <li>• Be able to monitor employee discipline, integrity and honesty, and ensure that employee behavior complies with regulations and company rules</li> <li>• Be able to assist in assessing the performance of employees, provide work advice to colleagues, and make specific suggestions for improving employee performance</li> <li>• Be familiar with the characteristics of the team and the strengths and weaknesses of each subordinate, and assist the team in establishing team goals, communication patterns and norms of the team</li> <li>• Be able to help employees with different characteristics to establish a cooperation model for building mutual understanding and sympathy, in order to build an efficient team</li> <li>• Be able to balance the opinions of team members, help the team in solving problems and disputes, and establish a harmonious working relationship</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Be able to understand thoroughly the general legislations and code of practice of employee conduct and the employee handbook of the organisation, and the essentials of building team spirits;</li> <li>• Be able to monitor employee disciplinary behaviour, assist in assessing employees' performance, make specific recommendations for improving employee performance, and</li> <li>• be thoroughly understand the characteristics of the teams and the strengths and weaknesses of each subordinate, effectively assist the team to establish team goals, communication patterns and team norms, properly balance the opinions of team members and resolve disputes, and build a harmonious and efficient team.</li> </ul>
Remark	