**Leading effective teams**

**What was the workplace issue?**

Providing the opportunity for existing workers to be promoted into leadership roles within a team can be a positive workplace decision. Very competent operational staff are not always able to step up to the work of leading a team or supervising others.

**What was the impact of the issue on the workplace?**

The lack of leadership skills resulted in poor workflow and loss of productivity. This resulted in a negative, unproductive workplace culture.

**What was the foundation skills gap?**

Team leaders were unable to give instructions and direct work, unable to influence team activity, lacked confidence to participate in meetings with management, lacked confidence to communicate via email, had difficulties compiling reports, and wasted time through needing to double check work.

The gap incorporates ACSF Learning (planning, organising and problem solving), Writing and Oral Communication at levels 3 and 4.

**What was a possible solution?**

The company wanted to ensure that all operational staff were offered the opportunity to progress within the company and move into supervisory roles, with the skills to effectively supervise and communicate with their teams.

Operational staff were enrolled in training, either in the Certificate III Sawmilling and Processing or Certificate IV in Timber Processing. The company produced their own training materials to cover the communication (or LLN) aspects of these qualifications, ensuring it included key information about processes and procedures used in the business, incorporating best practice examples of how to carry out leadership tasks effectively.

The training materials incorporate company specific guidance on job tasks such as:

* How to run an effective toolbox meeting
* How to deal with conflict
* Effective email communication
* Writing company reports, and
* What makes an effective team

**How did the solution change practices?**

The company now have skilled and competent supervisors who effectively influence teams.

**Resources**

Activity: Leading effective teams.

Audio