

## Competence 4

**The ability to implement effective management techniques in the workplace**

*This meets the requirements of IMCA R/R11/000/04*

Candidate Name:		Date:	
Activity Number (1,2, or 3):			

**Performance Criteria:** all of these must be assessed over a minimum of 3 work activities

**Type of Evidence:** Observation (O), Work Product (P), Written (W), Questioning (Q), Not Covered (N/C) or Not Applicable (N/A)

Performance Criteria		Type of Evidence
a)	Demonstrates the ability to motivate personnel through effective communications, by involving them in decisions, and by delegation of work as appropriate	
b)	Demonstrates the ability to adapt leadership styles to take into account task needs, as well as team and individual member needs	
c)	Demonstrates effective decision-making processes for safety-critical, technical and operational issues	
d)	Can recognise stress within the team and act accordingly to minimise the effects	
e)	Recognises and manages conflict within the team and is effective in dealing with it in the workplace	
f)	Monitors and evaluates activities to ensure resources are used effectively	
g)	Understands and appreciates different cultures in the workplace and appreciates how they can affect performance	

Witness name: (If applicable in assessment plan)		Date:	
Assessor name:		Date:	