
LEAD AND FACILITATE TEAM POLICY AND PROCEDURES

Purpose

The purpose of the Lead and Facilitate Team Policy at Trendie is to provide comprehensive guidelines for effectively leading and facilitating teams. This policy ensures that team leaders are equipped with the necessary tools and strategies to guide their teams towards achieving organisational goals while fostering a collaborative, supportive, and high-performing work environment.

Scope

This policy applies to all individuals in leadership roles at Trendie, including but not limited to team leaders, managers, and supervisors. It outlines the key responsibilities, expectations, and best practices for leading and facilitating teams in a manner that aligns with Trendie's organisational values and objectives.

Leadership and Facilitation Principles

- **Clear Communication:**

Leaders must maintain clear, consistent, and effective communication within the team. This includes setting precise objectives, providing regular updates, and encouraging open and transparent discussions. Leaders should utilise various communication channels to ensure that all team members are informed and engaged.

- **Collaboration and Inclusion:**

Leaders should create and nurture a work environment where collaboration and inclusivity are at the forefront. It is essential to encourage input from all team members, recognising and valuing their diverse perspectives. Building a culture of mutual respect and inclusiveness is paramount for team success.



- **Empowerment:**

Effective leaders empower their team members by delegating tasks appropriately, offering opportunities for professional and personal growth, and actively supporting their development. Empowerment involves trusting team members with responsibilities and providing the autonomy to make decisions within their roles.

- **Conflict Resolution:**

Leaders are responsible for addressing conflicts within the team promptly and impartially. The goal is to promote a positive work environment where conflicts are managed constructively, fostering healthy dialogue and resolution. Leaders should be equipped with conflict resolution skills and seek support from HR when necessary.

- **Accountability:**

Leaders must hold themselves and their team members accountable for achieving set goals and upholding high-performance standards. This includes recognising achievements, addressing shortcomings, and ensuring that all team members understand their roles and responsibilities.

Leadership and Facilitation Responsibilities

- **Goal Setting and Planning:**

- Leaders are responsible for setting clear, measurable, and achievable goals for their teams.
- Develop detailed action plans outlining the steps required to achieve these goals.
- Regularly monitor and assess progress, adjusting plans as necessary to stay on track.

- **Performance Management:**

- Conduct regular performance reviews, providing constructive feedback and recognising achievements.
- Address performance issues promptly and collaboratively, developing improvement plans when needed.
- Utilise performance data to make informed decisions and set future objectives.



- **Team Development:**

- Identify training needs and provide access to relevant learning and development opportunities.
- Offer coaching and mentoring to support team members' career growth and skill enhancement.
- Encourage continuous learning and professional development to build a high-performing team.

- **Facilitation of Meetings:**

- Plan and facilitate team meetings effectively, ensuring they are structured, purposeful, and productive.
- Encourage active participation from all team members, creating an environment where diverse ideas and perspectives are valued.
- Document and follow up on action items and decisions made during meetings.

- **Resource Management:**

- Ensure that the team has the necessary resources, including time, budget, and tools, to perform their tasks effectively.
- Allocate resources efficiently, considering project priorities and team capabilities.
- Proactively address any resource limitations or constraints, seeking solutions to mitigate their impact.

Compliance and Enforcement

Trendie is committed to ensuring all leaders adhere to the principles and responsibilities outlined in this policy. Non-compliance may result in corrective actions, which could include additional training, coaching, or disciplinary measures, depending on the severity of the infraction. Leaders are expected to model exemplary behaviour and uphold the standards of this policy at all times.



Procedures for Non-Compliance

- **Investigation:**
 - Upon identification of a potential breach of this policy, an investigation will be conducted to gather all relevant facts and circumstances.
 - The leader involved will be given an opportunity to provide their account of the situation.
- **Corrective Action:**
 - If non-compliance is confirmed, appropriate corrective actions will be determined based on the nature and severity of the breach.
 - Actions may include additional training, formal warnings, or other disciplinary measures in accordance with Trendie's disciplinary procedures.
- **Follow-Up:**
 - A follow-up review will be conducted to ensure compliance with corrective actions and to prevent recurrence of similar issues.
 - Continued support and guidance will be provided to facilitate adherence to this policy.

Review

This policy will undergo an annual review to ensure its effectiveness and relevance in supporting Trendie's strategic objectives. Feedback from leaders and team members will be considered during the review process. Any revisions to the policy will be communicated to all individuals in leadership roles, with training provided on any new procedures or expectations.

Document Control

- **Policy Owner:** Human Resources Department
- **Effective Date:** 20th August 2022
- **Review Date:** Annually or as needed