

Overview

This standard is about the skills and knowledge needed for you to motivate colleagues in a food and drink business. Motivating colleagues to carry out objectives is important to the successful application of food and drink business strategy, policy and plans. Communicating with and encouraging colleagues to become an integral part of the food and drink business provides an empowered workforce with low turnover, absenteeism and disciplinary issues. You will need the skills and knowledge to:

- communicate organisational objectives, individual objectives and ensure colleagues understand the importance of their role to the success of the food and drink business.
- provide feedback to colleagues, encourage two way communication, listen and react to ideas and problems. You will need to know and understand:

- the different methods of communication and how they can be applied to situations across a food and drink business.
- the importance of a strategic communication policy and its effect on the success of the organisation.

This standard is for you if you work in food and drink operations and/or supply operations and are involved in motivating people in a food and drink business.

Performance criteria

You must be able to:

Communicate with and support colleagues

1.
encourage a sense of belonging by communicating organisational strategy, policies, objectives and plans
2.
set clear objectives and expectations for colleagues in line with food and drink business strategy and business plans
3.
confirm individuals understand that their objectives are key to the success of the food and drink business
4.
communicate changes to objectives, development plans or other relevant information affecting the food and drink business
- Value the work colleagues carry out
5.
provide positive feedback to colleagues at all opportunities to do so
6.
adhere to the organisational performance appraisal systems
7.
provide learning and development opportunities in accordance with organisational standards
8.
use existing and developing skills sets to broaden a job role
9.
encourage colleagues to communicate new ideas, problems and challenges
10.
listen and react when colleagues express ideas or problems
11.
delegate colleagues to solve day to day problems within the limits of their authority

Knowledge and understanding

You need to know and understand:

1.
why motivation is a vital factor in the success of a food and drink business
 - 1.1 how motivation can be used to support cultural development of

Motivate colleagues in a food and drink business

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