

## **Team Leading Level 2 Units**

Unit A01 - Manage personal development

Unit B011 - Manage or support equality of opportunity, diversity and inclusion in own area of responsibility

Unit B05 - Set objectives and provide support for team members

Unit C01 - Support team members to identify, develop and implement new ideas

Unit D010 - Manage conflict in a team

Unit D011 - Lead and manage meetings

Unit D012 - Participate in meetings

Unit D01 - Develop working relationships with colleagues

Unit D05 - Plan and allocate and monitor work of a team

Unit E010 - Make effective decisions

Unit E011 - Communicate information and knowledge

Unit E012 - Manage knowledge in own area of responsibility

Unit E015 - Procure supplies

Unit F017 - Manage customer service in own area of responsibility