

Team Member Skills

Implies the intention to work co-operatively with others, to be part of a team and work together, as opposed to working separately or competitively. For this behaviour to be effective, the intention should be genuine.

Level	Description	Behaviours	Work Examples
0	Does not exhibit this competency		
1	Co-operates <i>Trainee</i>	Participates willingly. Supports team decisions, is a “good team player”, does his/her share of the work. Performs all assigned tasks to the highest possible level. Supports team goals and objectives. Encourages and practices a collaborative team approach.	Carries out all assigned tasks to best ability, e.g. data entry, customer service. Keeps supervisor advised of involvement in activities through regular briefings, e-mails or informal updates.
2	Expresses Positive Expectations of Team <i>Appraisal Assistant I</i>	Expresses positive expectations of others in terms of their abilities, expected contributions, etc. Shows respect for other’s contribution and knowledge Asks questions and listens carefully in order to seek clarification Expresses ideas, facts and information in a clear, organized and positive manner appropriate to the audience.	Works to achieve goals on programs or projects. Supports new ideas of team members and respect and acknowledges expertise in other team members.
3	Seeks Input <i>Appraisal Assistant II</i>	Genuinely values others’ input and expertise; is willing to learn from others. Solicits ideas and opinions to help form specific decisions or plans. Promotes team cooperation.	Respects the expertise and knowledge of other team members. Seeks input on work processes and procedures Participates in the sharing of work, e.g. offers to help others when finished own work.

Team Leadership

Advises, support, and coaches others in a day-to-day performance and operational issues. Fosters team work and facilitates an atmosphere for team performance.

Level	Description	Behaviours	Work Examples
0	Does not exhibit this competency <i>Trainee</i> <i>Appraisal Assistant I</i>		
1	Takes Action to Increase People's Effectiveness; Responds to shifting priorities <i>Appraisal Assistant II</i>	May provide briefs to the group Clearly explains what needs to be done, including objectives, accountabilities and timelines Provides relevant input into planning processes Adheres to corporate policies and procedures, workflows and business rules Willingly learns from others', including peers Assists in ensuring group tasks are completed and provides performance feedback Organizes and uses available resources in an efficient and appropriate manner Able to manage own time. Provides a suitable framework for scheduling and implementing these plans with group Coordinates small projects as assigned by supervisor	Explains amount of work in own area of responsibility Briefs team and others on progress of projects and work issues and solicits team input Coaches others in project planning in own area of responsibility Identifies barriers or obstacles to team performance Willingly listens to input and makes modifications to work plans and deliverables Willingly accepts team's advice on planning servicing objectives Orients new employees in work processes Assists with training temporary employees Provides employee feedback to employees. Monitors employees to enhance career development