Soft Skills/Behaviour

This is a document to track my progress with my soft skills throughout the 8 week academy period.

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| Category | Colour |
| *INTERMEDIATE: Encourages and supports others. Provides a lead within the local area*. | BLUE |
| *FUNDAMENTAL: Works cooperatively and professionally with others.* | GREEN |

# Competencies, Levels and Ineffective Behaviours

## Working with and Leading Others

Respects diversity and equality, is an effective team player and helps others develop.

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| **Category** | **Date** | **Exercise** | **Comments** |
| Motivates others to present their ideas and listens to what they say. |  |  |  |
| Encourages and supports colleagues to achieve their work objectives and recognises their achievements. |  |  |  |
| Creates and leads formal, informal or virtual teams and / or creates collaborative links with related teams. |  |  |  |
| Addresses, and seeks to resolve, conflict within teams. |  |  |  |
| Provides leadership in their professional community within their local area. |  |  |  |
| Supports and encourages task-based team working. |  |  |  |
| Is co-operative, and open to requests. |  |  |  |
| Is aware of impact of own behaviour on others. |  |  |  |
| Respects and values others for their qualities and differences and is sensitive to their differing needs and views. |  |  |  |
| Encourages and supports team spirit and morale, helping work to be enjoyable and stimulating for all. |  |  |  |
| Takes an active interest in the work of the team, takes a lead when appropriate. |  |  |  |
| Plays a full part and helps others to achieve team goals. |  |  |  |

## Change and Innovation

Is positive about change and innovation in developing the organisation to make it more flexible and creative

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| **Category** | **Date** | **Exercise** | **Comments** |
| Demonstrates personal commitment to change and is open-minded and forward looking. |  |  |  |
| Seeks to remove barriers to change. |  |  |  |
| Works effectively in uncertain circumstances or without clear parameters. |  |  |  |
| Contributes own learning (both formal and experience) to development of new ideas. |  |  |  |
| Generates innovative solutions to technical, managerial and / or organisational problems / issues, looking beyond the superficial. |  |  |  |
| Consults others, and acknowledges their opinions and feelings, in making and communicating change. |  |  |  |
| Builds a positive, blame-free environment to encourage learning from mistakes. |  |  |  |
| Looks for opportunities to be innovative, suggesting how to do things better. |  |  |  |
| Responds constructively and flexibly to change or feedback. |  |  |  |
| Takes change forward when possible. |  |  |  |
| Readily picks up and applies relevant new skills, attending training if necessary. |  |  |  |
| Openly discusses mistakes to enable avoidance in the future. |  |  |  |

## Analysis and Decision Making

Conducts appropriate analysis to make informed decisions quickly, effectively, and in keeping with Departmental policies

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| **Category** | **Date** | **Exercise** | **Comments** |
| Seeks, identifies and exploits relevant information |  |  |  |
| Interprets relevant data, and key points, even without a clearly identified starting point, to make recommendations and support an argument |  |  |  |
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| Evaluates options, benefits and risks in making decisions. |  |  |  |
| Develops quality solutions based on an understanding of known requirements, limitations and constraints. |  |  |  |
| Enlists others' support, seeking willing agreement in making decisions. |  |  |  |
| Takes account of constructive feedback when revising decisions. |  |  |  |
| Has an objective and methodical approach to analysis of information. |  |  |  |
| Identifies relevant information to contribute to the decision-making process. |  |  |  |
| Takes timely decisions, despite limited information, or when under pressure. |  |  |  |
| Draws on past experience to make an informed decision without being limited by preconceptions. |  |  |  |
| Uses others’ knowledge, capabilities and skills to achieve goals where appropriate. |  |  |  |

## Communications and Knowledge Sharing

Communicates information effectively and share information, knowledge and experience willingly and securely with others

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| **Category** | **Date** | **Exercise** | **Comments** |
| Chooses content, language and style to suit the audience. |  |  |  |
| Produces work to a high standard, with well-reasoned arguments and clear conclusions. |  |  |  |
| Accurately relays key points of meetings or documents to others. |  |  |  |
| Encourages and makes useful contributions to open debate or complex discussions. |  |  |  |
| Willingly shares information, good practice, knowledge and expertise with those who could benefit at all levels. |  |  |  |
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| Chooses or sets up appropriate methods of storage and dissemination of information which balance the need to share with the need to know. |  |  |  |
| Communicates accurately and clearly. |  |  |  |
| Writes in clear plain English. |  |  |  |
| Is constructive when challenging others' ideas or decisions. |  |  |  |
| Chooses the most effective communication method for the situation and individual. |  |  |  |
| Records and shares information and knowledge securely with all that can benefit from it |  |  |  |
| Listens and learns effectively from others. |  |  |  |
| Follows corporate knowledge management guidance / good practice. |  |  |  |