

Example of a Competency Model

TEAMWORK is the ability and willingness to align one's own behavior with the needs, priorities, and mission of XX organization. It includes acting in ways that promote organizational effectiveness in order to better serve the needs of our customers. It may involve making sacrifices for the success of the team and always working cooperatively to improve team performance, enhance team cohesiveness, and achieve team goals.

TEAMWORK LEVELS:

Cooperates: Actively participates in team meetings and organizational affairs. Supports team decisions, and, as a member of the team, keeps others informed and up-to-date about the group process, individual actions, or influencing events. May assist in the management of team meetings, such as preparing and distributing materials, taking notes or minutes, creating project plans, etc.

Contributes: Provides insight, perspective, and/or information within a team or across multiple departments that will improve organizational capabilities and assist in the achievement of organizational and departmental goals. Makes sure that team members have all the necessary information that he/she can provide to assist in decision making. Expresses positive regard for team members to other colleagues and external stakeholders.

Solicits Input: Genuinely values other's input and expertise, and demonstrates a willingness to learn from others on the team including subordinates and peers. Solicits ideas and opinions to help create project plans, form specific decisions, or execute plans. Promotes the contributions made by others. May use group process skills to facilitate team effectiveness or obtain outside resources or information to assist the team decision making.

Encourages Others: Proactively provides information and ideas to support collaborative decisions and/or solve mutual challenges that will result in successful outcomes for the organization. Resolves conflicts within and across departments, supporting team decisions that benefit the organization even if such decisions require some sacrifices. Fosters a spirit of cross-department collaboration, organizes cross-department teams, and promotes cross-departmental successes.

Builds Team Spirits: Actively promotes a friendly and collaborative environment and communicates excitement and enthusiasm for the organization. Has genuine charisma and communicates a compelling vision of the organization and its influence within the industry to all staff. Promotes a friendly climate, good morale and cooperation, and quickly works to resolve team conflicts. Protects and promotes group reputation with external constituents.