Skills buzz words — crib sheet

Managing others & team involvement

Behaviours

- motivating others
- allocating tasks
- explaining clearly
- assessing abilities
- performing reliably
- prioritising team goals
- helping others
- requesting help
- respecting others
- maintaining impartiality
- responding flexibly
- encouraging contributions
- listening to opinions
- tolerating differences
- monitoring progress
- reviewing performance
- feeding back constructively
- supporting others
- taking responsibility

Results

- increased co-operation
- workable compromises
- stronger group motivation
- talents used effectively
- misunderstandings avoided
- people develop and learn
- workload distributed fairly
- people feel valued
- targets exceeded
- discontent dealt with
- people enjoy working together
- ideas/information shared
- difficulties overcome
- people feel supported
- duplication of effort avoided

Communication skills

Behaviours

- articulating concepts
- gathering ideas and resources
- choosing methods
- identifying intentions
- understanding the audience
- choosing an appropriate environment
- anticipating potential misunderstandings
- actively listening
- summarising and paraphrasing
- simplifying complex information
- checking details
- using plain language
- checking understanding

Results

- increased understanding
- conveying of ideas and information
- knowledge disseminated
- agreement achieved
- people take appropriate actions
- need for repetition avoided
- skills increased
- audience engaged
- motivation and enthusiasm increase
- appropriate impressions given
- time saved
- increased cooperation

Teaching

Behaviours

- monitoring situations
- attending to details
- anticipating complications
- checking facts
- asking questions to encourage learning
- preparing appropriate materials
- selecting content
- maintaining concentration
- asking for input
- making prompt decisions
- evaluating needs
- asking for assistance
- designing learning activities
- evaluating learning
- conveying credibility

Results

- any potential disasters are avoided
- important information gathered
- knowledge shared
- all participants gain something from interaction
- changes tracked
- prompt responses
- timely action
- correct decisions made

Organisation & planning

Behaviours

- clarifying targets
- identifying resources
- developing a realistic plan
- prioritising and scheduling tasks
- making compromises
- working through implications
- anticipating problems
- identifying bottlenecks
- allowing for contingencies
- monitoring progress
- recording progress
- reporting progress
- adapting plans
- maintaining momentum
- reviewing process

Results

- goals are met
- projects are completed on time and within budget
- potential problems are avoided
- efficient use of resources
- clearly defined tasks
- up-to-date reporting
- stakeholders are happy
- transparent process

Vigilance & situational awareness

Behaviours

- monitoring situations
- assessing risk
- noticing changes
- attending to details
- anticipating complications
- checking facts
- asking questions
- confirming assumptions
- maintaining concentration
- acting quickly
- asking for input
- making prompt decisions
- evaluating needs
- asking for assistance
- encouraging vigilance in others

Results

- disasters avoided
- patient and staff safety assured
- risks minimised
- important information gathered
- changes tracked
- prompt responses
- timely action
- correct decisions made

Working under pressure

Behaviours
- recognising pressures
- monitoring the impact
- identifying sources of stress
- anticipating potential problems
- acknowledging needs
- asking for help
- prioritising tasks
- delegating responsibilities
- asserting requirements
- devising coping strategies
- maintaining perspective
- taking breaks
- handling emotions
- retaining composure
- deflecting inappropriate demands

Results
- important tasks are completed
- impact of pressure reduced
- calm atmosphere
- lack of panic
- mistakes avoided
- measured decisions
- workload adjusted
- efficient systems adopted
- burnout prevented

Empathy & sensitivity

Behaviours
- listening attentively
- encouraging openness
- understanding other's perspective
- allowing silence
- giving time, not rushing
- demonstrating awareness
- engaging with emotions
- responding appropriately
- building rapport
- using appropriate language
- using similar expressions
- adapting tone and manner
- avoiding judgmental words and behaviour
- showing respect
- expressing sympathy

Results
- people feel valued and respected
- people are more willing to divulge information
- increased cooperation
- misunderstandings avoided
- greater openness
- less risk of conflict

Decision making

Behaviours
- identifying criteria
- establishing relative importance
- evaluating needs
- reviewing previous decisions
- gathering information
- assessing information
- prioritising outcomes
- eliciting opinions
- involving interested parties
- assessing risk
- judging the urgency
- anticipating consequences
- weighing options
- taking responsibility
- maintaining objectivity
- evaluating effectiveness of decisions

Results
- rounded and consistent choices made
- agreement and consensus
- justifiable actions
- dithering prevented
- clear direction
- timely action taken
- impulsiveness avoided
- less backtracking and buck-passing
- less dissent

Problem solving & conceptual thinking

Behaviours
- identifying problems
- isolating key factors
- questioning assumptions
- connecting ideas
- analysing information
- detecting themes/trends
- recognising the context
- researching and investigating issues
- generating potential solutions
- thinking laterally
- evaluating viability
- maintaining positivity
- demonstrating resourcefulness
- being persistent
- monitoring progress

Results
- problems are solved regularly and quickly
- problems are better understood
- further problems anticipated
- processes and products are improved
- obstacles overcome
- new ideas and methods emerge
- big picture solutions
- strategy developed
- increased effectiveness and efficiency
- greater productivity