

Communicating and influencing

- The ability to persuade, influence and convince others to do something, to go along with or support one's goals and/or objectives

Behavioural indicators include

1. Communicate clearly
2. Considers communications
3. Uses facts constructively to persuade
4. Uses a variety of tactics
5. Creates and uses an influence strategy

The 7 Cs of Communication

- 1. Clear
- 2. Concise
- 3. Concrete
- 4. Correct
- 5. Coherent
- 6. Complete
- 7. Courteous

Team Working

- Working co-operatively with others within and across functions towards a common goal

Behavioural indicators include:

1. Works with others
2. Willingly co-operates
3. Contribute to effective team working
4. Promotes team working
5. Builds team climate

Planning and organising

- The ability to develop clear and logical step-by-step plans for self and for others which sets out what needs to happen, how and when and by whom. Planning and organising skills are the precursors to efficiency and productivity

Behavioural indicators include:

- Utilises planning tools like to do list, task plans calendar, outlook to organise self and others
- Established measurable results objectives for self and others
- Documents task plans indicating major tasks or activities with priorities involved in achieving required results
- Initiate structures approaches to achieve results

Analytical skills

- If you were to define someone with good analytical skills, how would you define it? Is it someone with good problem solving ability, or reasoning..... What do you think?

- Analytical skills include both the ability to use good reasoning in analysing a situation and also the ability to problem solve. I think analytical skills also include seeing the arguments in both sides of an issue, even if you don't agree with them, and being able to analyse the merits of each argument.

Behavioural indicators include:

- Identify the problem
- Define the problem
- Examine the options
- Act on the plan
- Look at the consequences

IDEAL model of problem solving

Leadership

- The ability to lead a team or number of teams in ways which build morale, generate ownership, and harness energies and talents towards achieving a common goal

As committee members is our role to lead or manage the people?

Behavioural indicators include

- Keeps people informed
- Gets involvement
- Creates team environment
- Promotes team effectiveness
- Communicates the vision

Opportunities for acquiring/developing these skills

- External training like in the driving seat
- In house training
- Attending conferences, exhibitions etc
- On-line training
- In-house library

- Questions and Answers