# Personal competencies Positive and Negative Indicators

## Seminar outline

### Team Working

**Positive Indicators**
- Displays sensitivity in working with others
- Builds rapport through encouraging others to express their views.
- Share Knowledge, Experience & opinion with team
- Demonstrate openness through listening, asking questions and summarizing
- Gain consensus through mediating difference

**Negative Indicators**
- Dismisses or ignores the contributions of others
- Displays insensitivity through interrupting others responding without listening
- Speaks at the expense of listening
- Only contributes when own ideas are being discussed
- Conveys an over directive approach

### Learning

**Positive Indicators**
- Demonstrates speed of learning when faced with new problems
- Shares learning by reviewing successes and failures and drives for improvement
- Demonstrates creativity and experimentation in applying solutions
- Simplifies learning through a “big picture” understanding
- Applies knowledge to new problems

**Negative Indicators**
- Fails to pick up and use new information
- Limited creativity in applying solutions and ignores alternative scenarios
- Is unable to demonstrate “big picture” understanding
- Gives up too soon and accepts a marginal solution
- Looks for simplest explanation too soon

### Communication/Influencing

**Positive Indicators**
- Puts forward arguments confidently and convincingly
- Demonstrates enthusiasm and commitment to proposals
- Influences others to reach agreement to course of action
- Presents concise and clearly constructed

**Negative Indicators**
- Demonstrates lack of confidence/awkwardness socially
- Is easily swayed by counter proposals
- Presents arguments with confusion and incoherence
- The needs of others are ignored in communications
- Communications geared to the needs of others
**Problem Solving/Decision Making**

**Positive Indicators**
- Anticipates risks and implications of decisions
- Rises above the detail to spot the key issues
- Identifies pros and cons of alternative courses of action
- Reaches logical unbiased safe conclusions
- Analyses information logically and systematically
- Applies creative solutions within safe parameters

**Negative Indicators**
- Overlooks risks in decision making
- Misses the key issues as “stuck” in the detail
- Jumps to conclusions based on prejudices, historical solutions or narrow perspective
- Goes first with quick solutions, conclusions and statements before analysis

**Achievement and Customer Orientation**

**Positive Indicators**
- Demonstrates competitive drive to achieve high quality customer focused results
- Maintains effectiveness under pressure and with conflicting priorities
- Demonstrates a positive mental attitude despite problems and setbacks
- Is dedicated to meeting the expectations and requirements of internal and external customers

**Negative Indicators**
- Gets distracted from the main task
- Becomes ineffective under pressure and with conflicting priorities
- Demonstrates a negative mental attitude when faced with problems and setbacks
- Focused on personal agenda and no consideration of customer needs

**Technical Competence**

**Positive Indicators**
- Exhibits clear understanding of relevant technical issues
- Demonstrates the ability to apply technical solutions
- Maintains high level of technical credibility with colleagues
- Displays an affinity with a technical approach to problem solving.

**Negative Indicators**
- Gets bogged down in technical details, failing to see the relevant technical issue
- Has difficulty applying technical theory to the practical environment
- Fails to maintain technical credibility with colleagues/customers.