

Specification of Competency Standards for the Retail Banking

Unit of Competency

Other Core Generic Competences > 10.2 People Management and Talent Development

Title	Improve coordination and team performance
Code	107605L4
Range	Act as productive team players by adopting an open-minded working style. This applies to teamwork in different kinds of team. It refers to context of preparing said action / operational plan independently after thorough investigation or providing support in complex tasks
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Be receptive to team member's opinions Be able to: <ul style="list-style-type: none"> • Employ different communication strategies to seek for team members' comments and change work methods to achieve better results when necessary • Initiate open and two-way communication; accept ideas / opinions and feedback in a positive and constructive manner 2. Offer assistance to team members Be able to: <ul style="list-style-type: none"> • Communicate with different team members to understand their difficulties; share responsibilities when appropriate • Contribute your expertise by assisting co-workers to achieve quality performance and continuous improvement 3. Exhibit professionalism in coordinating team performance Be able to: <ul style="list-style-type: none"> • Take steps to encourage all related staff members contribute their greatest effort in sharing skills, knowledge and work experience to enhance team performance
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Under the context preparing the said action / operational plan independently after thorough investigation • Improvement in team performance and coordination through using different communication strategies and offering different kinds of assistance
Remark	