

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 11. Other Generic Competencies
(Key Function – 11.2 People Management and Talent Development)

Title	Improve team coordination and team performance
Code	109594L4
Range	Acting as a team player by adopting an open-minded working style. This applies to teamwork in different kinds of team including formal business team and informal ad hoc work team. It refers to the context of preparing said action / operational plan independently after thorough investigation or providing support in complex tasks.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Realize the importance of team communication by employing different communication strategies to seek for team members' comments and change work methods to achieve better results when necessary; • Demonstrate the techniques of team management by initiating open and two-way communication; and accepting ideas / opinions and feedback in a positive and constructive manner. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Communicate with different team members to understand their difficulties; share responsibilities when appropriate; • Contribute expertise by assisting co-workers to achieve quality performance and continuous improvement. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Coordinate with team members and other key stakeholders regarding team performance in a collaborative manner; • Show respect and seriously take others' opinions in considerations in making decision on own work and the teamwork.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Improvement in team performance and coordination through using different communication strategies and offering different kinds of assistance.
Remark	