

**Specification of Competency Standards**  
**for the Banking Industry**  
**Unit of Competency**

Functional Area - 11. Other Generic Competencies  
(Key Function – 11.6 Personal Effectiveness)

Title	Upkeep high level of team-work spirit to build team synergy for achieving better performance
Code	109617L4
Range	The ability to engage others in teams at work. It is also the effort to build teams in which other people being involved feel valued and are willing to strive to achieve shared vision and team goals. This applies to both internal work team and special project team situations which involves multi-disciplinary professionals from external sources.
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"> <li>• Possess knowledge in building team spirit through various types motivational activities or strategies for striving the achievement of shared goals in a co-operative and committed climate;</li> <li>• Understand the common goals of the team and the acceptance level and relevancy of these team goals to the goals at personal level;</li> <li>• Comprehend the concepts and skills in teamwork development and apply them to encourage other team members to contribute to team goals.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Share information and clarify team objectives to make decisions;</li> <li>• Provide feedback and exchange ideas to help team members to learn from the experience;</li> <li>• Adopt team approach to jointly resolve problems when the team encounter difficulties or problems to achieve the team goals;</li> <li>• Apply appropriate motivational strategies to help team members stay focus and to upkeep the team spirit.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Identify causes of conflicts among team members and settle effectively by promoting team co-operation and respect on individual roles;</li> <li>• Encourage participation and involvement of related parties in team decisions;</li> <li>• Be sensitive to the abilities and preference of individual team member; understand how they can best contribute to the team goals and utilize their talents and ideas.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Demonstration of positive behaviours in building team spirit. The course of actions is able to ensure team members' contribution in helping the achievement of shared team goals, hence to maximize efficiency and effectiveness in teamwork.</li> </ul>
Remark	