

COVID Competencies to Consider Valuing as Part of GOAL 2.0 Performance Summary 2021

We suggest using an appreciative approach to identifying with your staff how they successfully demonstrated some of the skills and behaviours outlined below. Where appropriate, gain their insights on any they would like to build into the future.

Discussion of how the individual demonstrated the Competencies can be included as part of the “Demonstration of Job-Related Skills, Job Knowledge and Abilities” which comes at the very beginning of the Performance Summary conversation.

ADAPTABILITY AND FLEXIBILITY

- Demonstrated the ability to multitask and handle pressure or crisis situations. Adjusts priorities to meet team or organizational needs.
- Remained focused and calm when faced with challenges or seemingly inadequate resources.
- Encouraged team members to take appropriate risks and embrace change.
- Readily developed strategies to reflect our changing work priorities.
- Effectively translated strategies into objectives and action plans.

CHANGE MANAGEMENT AND VERSATILITY

- Willingly embraced last-minute changes in direction and unexpected changes in plan.
- Created a friendly and inclusive work environment when faced with changes in direction or deadlines.
- Demonstrated the ability to multitask and handle pressure or crisis situations. Adjusts priorities to meet team and organizational needs.
- Helped team members accept change and adapt to a "new normal" when faced with unanticipated challenges.
- Regularly sought ways of using technologies to enhance service and/or increase efficiency.

LEARNING AND INNOVATION

- Took initiative to learn new ways of performing their work which had a positive impact (e.g., on clients continuing to be served, on key processes that were followed)
- Shared their learning (e.g., new technology, virtual collaboration tools, tips for performing tasks virtually) with team members, contributing to the overall agility of the team.
- Created new ways of approaching tasks and meeting client needs that enhanced their own performance and/or impact on clients/team members.
- Embraced uncertainty with humility and curiosity, enabling team members to learn to pilot together.

COMPASSION and COLLABORATION

- Took initiative to support team members when they were struggling to adapt to changes in ways of working.
- Took a compassionate approach when responding to clients or team members who were experiencing challenges professionally and/or personally.
- Fostered engagement among team members and/or across units/departments by creating opportunities to connect and collaborate.