

SHOWING INITIATIVE AND BEING ACTION-ORIENTED					
TBS Behavioural Indicators	<p>Stay up to date on team goals, work processes and performance objectives.</p> <p>Translate direction into concrete work activities, making the most of the time and resources at their disposal.</p> <p>Maintain a constructive attitude in the face of change, setbacks or stressful situations, and are open to different or new solutions or approaches.</p> <p>Communicate ideas, views and concerns effectively and respectfully, actively participating in exchanges of ideas with others.</p> <p>Identify early warning signs of potential problems and alert manager/supervisor and others, as needed.</p> <p>Embrace change and actively look for opportunities to learn and develop professionally and personally.</p> <p>Contribute to and participate in process improvements and new approaches.</p> <p>Pursue operational efficiencies, demonstrating an appreciation of the importance of value for money, including by willingly adopting new and more efficient ways of working.</p>				
Job Role(s)	Administrative Support	Executive, Program and Project Support (Assistant, Coordinator, Officer)	Advisory Services	Center of Expertise	Supervisory/Management
<p>Some Examples of Behavioural Indicators reflected at ESDC (including ESDC, Service Canada and Labour Program) by job roles. (Cumulative)</p>	<p>Promptly and efficiently completes work assignments.</p> <p>Begins to autonomously act on own files.</p> <p>Takes on new tasks that require him/her to learn new skills.</p> <p>Demonstrates a positive attitude in the face of ambiguity and change and focus on desired results.</p> <p>Etc.</p>	<p>Sets developmental goals (knowledge, skills and abilities) for him/herself and works to attain them.</p> <p>Adjusts hi/her behaviour to the demands of a changing work environment in order that he/she and the work unit remain productive and focused.</p> <p>Independently takes action to influence events and to do more than is simply required.</p> <p>Makes suggestions to improve service and proposes changes to administrative policies, procedures and practices.</p> <p>Remains positive and actively seeks information about new work situations, which he/she shares with the team members.</p> <p>Identifies recurring problems in the work unit and takes it on him/herself to develop solutions, and under direct supervision, to implement them.</p> <p>Etc.</p>	<p>Stays abreast of emerging developments and trends in own area to identify possible changes needed to plans or goals.</p> <p>Anticipates and capitalizes on emerging opportunities and risks.</p> <p>Pursues challenging experiences beyond customary role or area of expertise to add value in current area.</p> <p>Smoothly handles rapid change.</p> <p>Exercises perception and judgement in generating and finding new ideas or new possibilities.</p> <p>Has the confidence to make decisions in uncertain circumstances.</p> <p>Acts as a change agent to gain senior management and team support for innovative approaches and practices (e.g. to streamline, integrate and optimize service delivery).</p> <p>Etc.</p>	<p>Develops and capitalizes on creative, innovative ideas and approaches to meet overall organizational objectives.</p> <p>Leads and revises the final products such as Memoranda to Cabinet, research reports, correspondence, evaluations, and other reports intended for a wide range of audience.</p> <p>Etc.</p>	<p>Creates a positive environment for the implementation of change and ensure priorities and objectives are clear among team members.</p> <p>Consistently seeks ways to improve outcomes and enhance service, while the work unit continues to provide high-quality processes, programs and products.</p> <p>Refocuses team members on the "big picture" when they appear to have lost sight of it.</p> <p>Creates a work environment in which employees are encouraged to develop innovative ideas and approaches.</p> <p>Analyzes staff and organizational needs and recommends appropriate mechanisms to facilitate ongoing professional development.</p> <p>Actively supports the team in the acquisition of the relevant skills and knowledge needed to become more effective in his/her position and career.</p> <p>Etc.</p>