

THINKING THINGS THROUGH					
TBS Behavioural Indicators	<p>Plan and adjust their work based on a thorough understanding of their unit's business priorities and their own work objectives, seeking clarification and direction when uncertain or confused.</p> <p>Consider relevant information from various sources before formulating a view or opinion.</p> <p>Exercise sound judgment and obtain relevant facts before making decisions.</p> <p>Analyze setbacks and seek feedback to learn from mistakes.</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>Is able to comprehend the mission and the vision of the organization.</p> <p>Sets personal work goals and effectively plans and aligns daily work with operational and organizational objectives.</p> <p>Checks the accuracy of data in files, databases and various reference documents.</p> <p>Compares documents, noting any similarities and differences, and seeks new information/data where appropriate.</p> <p>Seeks guidance on gathering relevant information from various sources.</p> <p>When directed, should be able to produce the required information in a mutually agreed time frame.</p> <p>Applies policies and procedures.</p> <p>Etc.</p>	<p>Continually evaluates personal progress and actions to ensure alignment with organizational vision and operational goals.</p> <p>Develops a comprehensive perspective on assigned files.</p> <p>Is able to interpret and convey the manager/supervisor's view on work-related matters, providing information to internal and external officials (e.g. administrative clerk), and following up to ensure that objectives are achieved.</p> <p>Applies appropriate data gathering and analysis techniques in evaluating aspects of administrative policy and procedures.</p> <p>Interprets the nature and scope of any inquiry and determines the procedures, methods and sources required to follow through.</p> <p>Uses methods and techniques of analysis to collect and synthesize information in response to inquiries from the supervisor/manager.</p> <p>Tracks changing priorities, analyzes impact on plans and develops and effective solutions to problems.</p> <p>Determines when to pursue issues and when to seek permission to act from others, including supervisor.</p> <p>Provides data to management to influence directions.</p> <p>Etc.</p>	<p>Contributes to the development of priorities and strategies to meet organizational goals.</p> <p>Manages a number of difficult files and consistently provides timely quality work.</p> <p>Identifies patterns, trends, gaps, obstacles, opportunities and connection between organizational issues, formulates appropriate conclusion and applies relevant solutions.</p> <p>Determines compliance with legislation through comprehensive investigation, analysis, and judgment.</p> <p>Responds quickly and appropriately to rapidly emerging issues and has the capacity to read the environment and stakeholders for prompt results.</p> <p>Works on a broad range of situations, interprets complex files and relationships, and prioritises file components to exercise judgment on when to act.</p> <p>Determines and identifies the necessary research means or methods in order to search for and collect information to determine the intent of various policies, procedures, reports and other documents.</p> <p>Analyzes issues and demonstrates deductive reasoning through quality recommendations and timely practical solutions.</p> <p>Ensures that advice and guidance are sound, accurate and appropriate when presenting options and implications of possible courses of action for consideration by management or clients.</p> <p>Etc.</p>	<p>Identifies links between global, societal, and economic trends, stakeholder concerns, the policy agenda, public service values, and departmental, regional and horizontal issues.</p> <p>Considers and evaluates how present policies, processes, methods and systems might be affected by future trends and formulate recommendations.</p> <p>Influences the long term directions of the organization by developing strategies and partnerships that are aligned with Government directions and the organizational vision, to respond and to anticipated long-range challenges and opportunities.</p> <p>Develops mitigating strategies to maximize opportunities and minimize risk.</p> <p>Develops or redesigns work or project plans, based on a thorough understanding of the functional area or changing needs.</p> <p>Initiates and conducts proactive inspections, audits and surveys.</p> <p>Uses concise, well-honed public speaking and presentation techniques to put forward issues and recommendations and to influence decision-making with management, colleagues and clients.</p> <p>Produces effective written texts (example: correspondence, briefing notes, memoranda, policy papers, analytical reports, and presentations) that express complex ideas in a clear, succinct, and appropriate business style.</p> <p>Identifies and seizes opportunities to address emerging cultural, social, political or organization priorities.</p> <p>Etc.</p>	<p>Describes the vision and values in compelling terms to develop understanding and promote acceptance/commitment among staff and stakeholders.</p> <p>Applies a broad business understanding to improve the performance and processes of the organization.</p> <p>Thinks strategically and encourages staff to do the same, and has the capacity to read the environment and the people involved so that prompt results are achieved.</p> <p>Identifies, conceptualizes and synthesizes new trends or connections between organizational issues and translates them into priorities for the organization.</p> <p>Understands and articulates the projected direction of government and how changes might impact the department or working group.</p> <p>Ensures contingency plans exist for problems and situations that might occur.</p> <p>Redesigns the structure and/or operations of the branch, the sector or the department to better meet long-term objectives.</p> <p>Manages, revises and takes responsibility for the final product; may do the work him/herself or may supervise written work produced by staff and for which he/she takes final responsibility.</p> <p>Etc.</p>