

WORKING EFFECTIVELY WITH OTHERS					
TBS Behavioural Indicators	<p>Share information broadly while observing relevant policies. Listen actively to and respect, consider and incorporate the views of others. Recognize the contributions and celebrate the successes of others. Work collaboratively and relate effectively to others, embracing and valuing diversity. Demonstrate an understanding of their colleagues' roles, responsibilities and workloads, and be willing to balance their own needs with those of other team members. Elicit trust, particularly by following through on commitments. Deal proactively with interpersonal or personal matters that could affect their performance. Manage their own work-life balance and respect the work-life balance of others.</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>Remains flexible to new work demands. Asks questions to confirm own understanding. Conveys messages clearly and concisely using appropriate vocabulary and a respectful tone. Openly shares information, ideas, knowledge and expertise with team members. Collaborates and assists other team members. Etc.</p>	<p>Develops the ability to interpret, explain and advise the manager/supervisor and unit staff on administrative policies, directives and procedures. Accurately summarizes other's key points and takes them into account in team's communication. Seeks input from the manager/supervisor, team members and stakeholders to help ensure that the team or project objectives are successfully achieved. Etc.</p>	<p>Briefs effectively, accurately and comprehensively on own files and complex ideas. Handles difficult questions with professionalism. Provides opportunities to colleagues to participate in team activities (e.g. problem-solving, brainstorming, decision-making). Identifies key individuals and organizations important to immediate and long term tasks, and establishes and maintains good client relationships. Within the organisation, builds a network of contacts and professional relationships that is helpful to understand different points of view and/or the nuances of an issue. Uses multiple methods of communication and consistently chooses methods that are appropriate to the audience. Etc.</p>	<p>Recognised as a subject matter expert. Able to represent the department at meetings with representatives of other departments, other levels of governments and stakeholder organizations, where there may be controversy and non-agreement with a particular federal position and, single-handedly be able to defend that position with clarity, reason and professionalism. Demonstrates mastery in briefing on own files, and in providing concise, accurate and comprehensive information. Proactively, skilfully and strategically builds and retains an extensive network of professional and other contacts both internal and external to the federal government, such as officials of provincial/territorial governments, stakeholder groups and key audiences. Uses contacts to formulate a view of an issue in a proper context, and to determine which aspects may reach agreement, be contentious or require negotiation to reach agreement. Etc.</p>	<p>Proactively and strategically commits time and resources to team-based projects that can contribute to corporate goals and priorities. Define rules of engagement for team and team leader. Creates opportunities for unit members to benefit from the diversity of the group. Encourages employees to use their strengths and go beyond their comfort zone. Models, encourages, and supports the development of good communication skills throughout the organization. Cultivates and maintains effective two-way communication among team members, management and clients. Anticipates potential team problems and takes steps to resolve conflict and reach consensus in a positive and open manner. Etc.</p>

