

## Skills Buzz Words – Crib sheet

<b>Managing others &amp; team involvement</b>			
<b>Behaviours</b>		<b>Results</b>	
<ul style="list-style-type: none"> <li>▪ motivating others</li> <li>▪ allocating tasks</li> <li>▪ explaining clearly</li> <li>▪ assessing abilities</li> <li>▪ performing reliably</li> <li>▪ prioritising team goals</li> <li>▪ helping others</li> <li>▪ requesting help</li> <li>▪ respecting others</li> <li>▪ maintaining impartiality</li> </ul>	<ul style="list-style-type: none"> <li>▪ responding flexibly</li> <li>▪ encouraging contributions</li> <li>▪ listening to opinions</li> <li>▪ tolerating differences</li> <li>▪ monitoring progress</li> <li>▪ reviewing performance</li> <li>▪ feeding back constructively</li> <li>▪ supporting others</li> <li>▪ taking responsibility</li> </ul>	<ul style="list-style-type: none"> <li>▪ increased co-operation</li> <li>▪ workable compromises</li> <li>▪ stronger group motivation</li> <li>▪ talents used effectively</li> <li>▪ misunderstandings avoided</li> <li>▪ people develop and learn</li> <li>▪ workload distributed fairly</li> <li>▪ people feel valued</li> </ul>	<ul style="list-style-type: none"> <li>▪ targets exceeded</li> <li>▪ discontent dealt with</li> <li>▪ people enjoy working together</li> <li>▪ ideas/information shared</li> <li>▪ difficulties overcome</li> <li>▪ people feel supported</li> <li>▪ duplication of effort avoided</li> </ul>
<b>Communication skills</b>			
<b>Behaviours</b>		<b>Results</b>	
<ul style="list-style-type: none"> <li>▪ articulating concepts</li> <li>▪ gathering ideas and resources</li> <li>▪ choosing methods</li> <li>▪ identifying intentions</li> <li>▪ understanding the audience</li> <li>▪ choosing an appropriate environment</li> <li>▪ anticipating potential misunderstandings</li> </ul>	<ul style="list-style-type: none"> <li>▪ actively listening</li> <li>▪ summarising and paraphrasing</li> <li>▪ simplifying complex information</li> <li>▪ checking details</li> <li>▪ using plain language</li> <li>▪ checking understanding</li> </ul>	<ul style="list-style-type: none"> <li>▪ increased understanding</li> <li>▪ conveying of ideas and information</li> <li>▪ knowledge disseminated</li> <li>▪ agreement achieved</li> <li>▪ people take appropriate actions</li> <li>▪ need for repetition avoided</li> <li>▪ skills increased</li> <li>▪ audience engaged</li> </ul>	<ul style="list-style-type: none"> <li>▪ motivation and enthusiasm increase</li> <li>▪ appropriate impressions given</li> <li>▪ time saved</li> <li>▪ increased cooperation</li> </ul>
<b>Teaching</b>			
<b>Behaviours</b>		<b>Results</b>	
<ul style="list-style-type: none"> <li>▪ monitoring situations</li> <li>▪ attending to details</li> <li>▪ anticipating complications</li> <li>▪ checking facts</li> <li>▪ asking questions to encourage learning</li> <li>▪ preparing appropriate materials</li> <li>▪ selecting content</li> </ul>	<ul style="list-style-type: none"> <li>▪ maintaining concentration</li> <li>▪ asking for input</li> <li>▪ making prompt decisions</li> <li>▪ evaluating needs</li> <li>▪ asking for assistance</li> <li>▪ designing learning activities</li> <li>▪ evaluating learning</li> <li>▪ conveying credibility</li> </ul>	<ul style="list-style-type: none"> <li>▪ any potential disasters are avoided</li> <li>▪ important information gathered</li> <li>▪ knowledge shared</li> <li>▪ all participants gain something from interaction</li> </ul>	<ul style="list-style-type: none"> <li>▪ changes tracked</li> <li>▪ prompt responses</li> <li>▪ timely action</li> <li>▪ correct decisions made</li> </ul>
<b>Organisation &amp; planning</b>			
<b>Behaviours</b>		<b>Results</b>	
<ul style="list-style-type: none"> <li>▪ clarifying targets</li> <li>▪ identifying resources</li> <li>▪ developing a realistic plan</li> <li>▪ prioritising and scheduling tasks</li> <li>▪ making compromises</li> <li>▪ working through implications</li> <li>▪ anticipating problems</li> </ul>	<ul style="list-style-type: none"> <li>▪ identifying bottlenecks</li> <li>▪ allowing for contingencies</li> <li>▪ monitoring progress</li> <li>▪ recording progress</li> <li>▪ reporting progress</li> <li>▪ adapting plans</li> <li>▪ maintaining momentum</li> <li>▪ reviewing process</li> </ul>	<ul style="list-style-type: none"> <li>▪ goals are met</li> <li>▪ projects are completed on time and within budget</li> <li>▪ potential problems are avoided</li> </ul>	<ul style="list-style-type: none"> <li>▪ efficient use of resources</li> <li>▪ clearly defined tasks</li> <li>▪ up-to-date reporting</li> <li>▪ stakeholders are happy</li> <li>▪ transparent process</li> </ul>
<b>Vigilance &amp; situational awareness</b>			
<b>Behaviours</b>		<b>Results</b>	
<ul style="list-style-type: none"> <li>▪ monitoring situations</li> <li>▪ assessing risk</li> <li>▪ noticing changes</li> <li>▪ attending to details</li> <li>▪ anticipating complications</li> <li>▪ checking facts</li> <li>▪ asking questions</li> <li>▪ confirming assumptions</li> </ul>	<ul style="list-style-type: none"> <li>▪ maintaining concentration</li> <li>▪ acting quickly</li> <li>▪ asking for input</li> <li>▪ making prompt decisions</li> <li>▪ evaluating needs</li> <li>▪ asking for assistance</li> <li>▪ encouraging vigilance in others</li> </ul>	<ul style="list-style-type: none"> <li>▪ disasters avoided</li> <li>▪ patient and staff safety assured</li> <li>▪ risks minimised</li> <li>▪ important information gathered</li> </ul>	<ul style="list-style-type: none"> <li>▪ changes tracked</li> <li>▪ prompt responses</li> <li>▪ timely action</li> <li>▪ correct decisions made</li> </ul>

## Working under pressure

### Behaviours

- recognising pressures
- monitoring the impact
- identifying sources of stress
- anticipating potential problems
- acknowledging needs
- asking for help
- prioritising tasks
- delegating responsibilities
- asserting requirements
- devising coping strategies
- maintaining perspective
- taking breaks
- handling emotions
- retaining composure
- deflecting inappropriate demands

### Results

- important tasks are completed
- impact of pressure reduced
- calm atmosphere
- lack of panic
- mistakes avoided
- measured decisions
- workload adjusted
- efficient systems adopted
- burnout prevented

## Empathy & sensitivity

### Behaviours

- listening attentively
- encouraging openness
- understanding other's perspective
- allowing silence
- giving time, not rushing
- demonstrating awareness
- engaging with emotions
- responding appropriately
- building rapport
- using appropriate language
- using similar expressions
- adapting tone and manner
- avoiding judgmental words and behaviour
- showing respect
- expressing sympathy

### Results

- people feel valued and respected
- people are more willing to divulge information
- increased cooperation
- misunderstandings avoided
- greater openness
- less risk of conflict

## Decision making

### Behaviours

- identifying criteria
- establishing relative importance
- evaluating needs
- reviewing previous decisions
- gathering information
- assessing information
- prioritising outcomes
- eliciting opinions
- involving interested parties
- assessing risk
- judging the urgency
- anticipating consequences
- weighing options
- taking responsibility
- maintaining objectivity
- evaluating effectiveness of decisions

### Results

- rounded and consistent choices made
- agreement and consensus
- justifiable actions
- dithering prevented
- clear direction
- timely action taken
- impulsiveness avoided
- less backtracking and buck-passing
- less dissent

## Problem solving & conceptual thinking

### Behaviours

- identifying problems
- isolating key factors
- questioning assumptions
- connecting ideas
- analysing information
- detecting themes/trends
- recognising the context
- researching and investigating issues
- generating potential solutions
- thinking laterally
- evaluating viability
- maintaining positivity
- demonstrating resourcefulness
- being persistent
- monitoring progress

### Results

- problems are solved regularly and quickly
- problems are better understood
- further problems anticipated
- processes and products are improved
- obstacles overcome
- new ideas and methods emerge
- big picture solutions
- strategy developed
- increased effectiveness and efficiency
- greater productivity