

SDES Professional Development Workshop

Demonstrated Skills Worksheet

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SDES Professional Development Workshop

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DEMONSTRATED SKILLS

Using the following list of Leadership Skills/Behaviors, label five as a 1 (My responsibility) on LOW to NORMAL stress days and label another five as a 2 (My responsibility) on HIGH stress days). You should have a total of 10 skills/behaviors labeled (five 1's and five 2's). READ the list carefully BEFORE you make any choices. Place an N/A for any skills that do not apply to you in any way. Then select your 1's, then go back thru the list and select your 2's. Stop at this point and wait further instruction.

SKILL # LEADERSHIP SKILLS/BEHAVIORS

_____ **Modeling UCF Heritage** – Demonstrates skill in communicating and exemplifying the traditions and culture expectations that embody the UCF philosophy.

- Demonstrates concerns for our environment and community
- Talks about UCF with pride
- Seeks, values, and respects differences among fellow co-workers

NOTES/DEVELOPMENT FOCUS

_____ **Customer Focus** – Staying in tune with faculty/student expectations about quality service; seeking input from faculty/students and acting on it.

- Emphasizes close relations
- Seeks ideas from faculty/students to improve quality
- Talks with faculty/students to better understand their needs

NOTES/DEVELOPMENT FOCUS

_____ **Integrity** – Measures extent to which a person exemplifies responsible, ethical, and honest behavior

- Takes full responsibility for actions
- Does not make excuses for not living up to commitments
- Takes commitments and deadlines seriously

NOTES/DEVELOPMENT FOCUS

SKILL # LEADERSHIP SKILLS/BEHAVIORS

_____ **Mission Skills** – Assesses how well a person creates a compelling picture of the UCF's values and purpose in order to provide motivation and direction for others.

- Articulates a compelling image of UCF's future
- Communicates UCF values and beliefs effectively
- Enrolls others in UCF's mission

NOTES/DEVELOPMENT FOCUS

_____ **Cooperation** – Working cooperatively with peers and other teams to meet UCF goals

- Seeks ways to partner with other teams
- Does not allow "turf" issues to get in the way of cooperation
- Does not create "us" versus "them" attitude toward other teams

NOTES/DEVELOPMENT FOCUS

_____ **Partnering** – Cultivating useful contacts with a variety of people in diverse locations

- Demonstrates ability to network with others effectively
- Relates easily to a wide range of people
- Maintains contact with a variety of people who can be useful resources

NOTES/DEVELOPMENT FOCUS

SKILL # LEADERSHIP SKILLS/BEHAVIORS

Influence – Persuading others; expressing ideas in a way which leads others to share his/her perspective and reach agreement.

- Is able to convince others to lend their support
- Is persuasive in getting others to see his/her perspective
- Expresses ideas in ways that influence others

NOTES/DEVELOPMENT FOCUS

Communicating Clearly – Expressing ideas lucidly and concisely; ensuring clear understanding. This scales addresses clarity (and form) of communication where Sharing Information addresses timeliness, frequency, and reliability

- Uses excellent examples to clarify ideas
- Gives clear and concise answers to questions
- Communicates well in meetings and written documents

NOTES/DEVELOPMENT FOCUS

Problem Solving – Assessing problems and finding solutions.

- Is adept at trouble-shooting and problem solving
- Includes the appropriate partners when problem solving
- Solves problems rationally and logically under pressure

NOTES/DEVELOPMENT FOCUS

Professional Expertise – Mastering the technical aspects required by the work; maintaining professional expertise; staying current with "best practices."

- Demonstrates exceptional knowledge and expertise related to his/her job
- Works to develop own knowledge and job skills
- Learns from mistakes

NOTES/DEVELOPMENT FOCUS

SKILL # LEADERSHIP SKILLS/BEHAVIORS

Handling Disagreement – Finding ways to reach agreement in conflict situations; dealing with disagreement openly and productively.

- Keeps an open mind when others disagree with him/her
- Expresses disagreement in non-threatening, productive ways
- Willing to compromise when there are differences of opinion

NOTES/DEVELOPMENT FOCUS

Feedback/Coaching – Giving useful, informal feedback and coaching to co-workers to help them be more effective.

- Acts as an effective informal coach to others
- Gives balanced feedback about what is effective and what is not working
- Gives criticism in a constructive, supportive way

NOTES/DEVELOPMENT FOCUS

Organizing Work – Using time and resources efficiently in a goal-oriented way; structuring work productively.

- Does not get distracted by unimportant issues
- Anticipates problems and develops appropriate backup plans
- Recognizes tasks that are higher priority and handles them effectively

NOTES/DEVELOPMENT FOCUS

Decision Making – Using appropriate information and input from others to make good decisions; acting decisively.

- Uses excellent judgment in making decisions
- Includes the appropriate people in the decision making process
- Knows when to make a quick decision independently and when to seek consensus

NOTES/DEVELOPMENT FOCUS

SKILL # LEADERSHIP SKILLS/BEHAVIORS

Relationship Skills – Demonstrating the ability to develop warm and friendly relationships at work.

- Demonstrates good listening skills
- Develops warm, friendly working relationships
- Works to maintain good interpersonal relationships

NOTES/DEVELOPMENT FOCUS

Initiative – Acting in a self-empowered way; able to proceed with minimum direction or guidance from others.

- Energetically and enthusiastically takes on tasks that need doing
- Shows initiative by going above and beyond what is expected
- Takes appropriate action without having to be urged or directed

NOTES/DEVELOPMENT FOCUS

Building a Team – Leading members of a team to work together collaboratively and effectively.

- Helps new team members learn to relieve conflicts productively
- Makes sure that each team member clearly understands one another's roles
- Encourages team members to communicate openly with one another

NOTES/DEVELOPMENT FOCUS

Staff Development – Demonstrating an effort in training team members, improving their skills, and addressing their career development needs.

- Provides adequate support and training to new employees
- Gives training the time it deserves
- Finds opportunities for useful coaching on everyday tasks

NOTES/DEVELOPMENT FOCUS

SKILL # LEADERSHIP SKILLS/BEHAVIORS

Performance Feedback – Evaluates the degree to which a person gives useful, informal feedback to team members to let them know how they are doing.

- Gives balanced feedback about what is efficient and what is not working
- Gives feedback that defines the task more clearly
- Provides ongoing coaching, not just formal reviews

NOTES/DEVELOPMENT FOCUS

Empowerment – Actively pushes decision-making authority and responsibility downward, giving team members "ownership of work."

- Delegate in a way that uses others' talents effectively
- Encourages others to take responsibility
- Gives public recognition to others' contribution; shares the limelight

NOTES/DEVELOPMENT FOCUS

Team Motivation – Assesses skill motivating others to work hard by making good performances rewarding and satisfying.

- Mobilizes others to be productive
- Makes it rewarding to work hard
- Uses appropriate rewards for different levels of performance

NOTES/DEVELOPMENT FOCUS

Sharing Information – Assuring a consistent, timely flow of information to co-workers; keeping others updated.

- Promptly passes along information team members need
- Speaks effectively in front of groups – presentations are interesting and informative
- Communicates day-to-day operations effectively

NOTES/DEVELOPMENT FOCUS

SKILL # LEADERSHIP SKILLS/BEHAVIORS

Asking Questions – Asking questions to clarify own understanding or confirm the understanding of others; seeking additional information, exploring implications, and querying the reasons behind others’ decisions in ways that are productive and non-confrontational

- Clarifies issues by asking insightful questions
- Uses questions to get the input, opinions, and concerns of others
- Asks questions to help people see things differently

NOTES/DEVELOPMENT FOCUS

Listening – Paying attention and remembering what others in the organization have said; enhancing understanding and empathy through ‘reflective’ listening – paraphrasing the factual and emotional content of what others are saying

- Pays attention to what others are saying
- Listens without interrupting
- Responds in a way that makes others feel he/she is paying attention

NOTES/DEVELOPMENT FOCUS

Quality Improvement – Exercising high quality and taking action to improve it, producing high quality work.

- Turns out high quality work
- Acts on customer input as part of the quality improvement process
- Commits time to examine ways to improve work processes

NOTES/DEVELOPMENT FOCUS

SKILL # LEADERSHIP SKILLS/BEHAVIORS

Welcoming Change – Promoting and supporting change; being open minded and responding flexibly.

- Responds flexibly to change
- Adjusts well to changes in requirements
- Open to doing things in a new way

NOTES/DEVELOPMENT FOCUS

Efficiency – Demonstrating the ability to provide information about effectiveness by using time and resources to deal with important issues at hand.

- Is self-disciplined and focused
- Does not duplicate or waste efforts
- Uses time efficiently and productively

NOTES/DEVELOPMENT FOCUS

Planning – The degree to which a person organizes the work, sets priorities, and provides structure for tasks.

- Defines clear, actionable and measurable goals
- Ensures the plans are detailed enough for progress to be measured
- Sets challenging and realistic goals and objectives

NOTES/DEVELOPMENT FOCUS



The SASI Team with Dee Byrnes

Thank you SDES for your
attendance and participation!