

Communication and Team Work Competencies June 18, 2008

Library Support Staff need to communicate effectively with library users, library staff and others in a variety of situations to offer high-quality customer service. Library Support Staff are also required to make decisions that impact library services and serve as valued members of work teams. This set is divided into two parts: communication and team work; and decision-making.

COMMUNICATION COMPETENCIES

Library Support Staff will know:

1. Basic concepts of interpersonal relations, customer services and communication.
2. The importance of upholding policies and decisions and when to make exceptions.
3. Tools for resolving conflict.

Library Support Staff will be able to:

4. Treat others with respect, fairness and consistency.
5. Seek, give and accept constructive feedback from coworkers, supervisors and users.
6. Resolve conflict in a positive and productive manner and judge when situations should be referred to a supervisor.
7. Select the most appropriate and effective medium and techniques for communicating.
8. Consider the language, communication styles and needs of diverse users when responding to or initiating communication.
9. Write clearly, logically and concisely.
10. Listen effectively and transmit information accurately and understandably.
11. Identify the critical issues to be communicated in complex situations.
12. Use appropriate strategies to deliver difficult or sensitive information.
13. Use approachable and welcoming behavior with all users.
14. Anticipate and maintain awareness of users' needs and wants in order to provide or improve services.

TEAM WORK AND DECISION-MAKING

Library Support Staff will know:

15. Basic concepts of team work.
16. Basic concepts of effective decision-making.

Library Support Staff will be able to:

17. Participate effectively on teams and in groups and commit to meeting agreed-upon goals and objectives.
18. Promote communication and respect among team members.
19. Provide timely, accurate and candid information to supervisors and peers and identify to whom critical issues should be communicated.
20. Gather the best available information to support decisions.
21. Participate with others in collegial decision-making and problem solving and support the decisions of the team.
22. Communicate information or data in an understandable format.