

Communication and Teamwork Competency Set

Met – Please provide examples of exceptional work	Partially met – Please be specific about the incomplete areas and further work that should be done	Not met – Please be specific about the competencies that are not achieved	Assessment
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1. Basic concepts	The candidate provides sufficient evidence that he/she knows the basic concepts of interpersonal relations, customer service, teamwork, and communication.	The candidate provides partial evidence that he/she knows the basic concepts of interpersonal relations, customer service, teamwork, and communication.	The candidate does not provide evidence that he/she understands knows the basic concepts of interpersonal relations, customer service, teamwork, and communication.
2. Appropriate communication medium	The candidate provides sufficient evidence that he/she selects the most appropriate medium for communicating based on the language, communication styles, and needs of library users and colleagues.	The candidate provides partial evidence that he/she she selects the most appropriate medium for communicating based on the language, communication styles, and needs of library users and colleagues.	The candidate does not provide evidence that he/she she selects the most appropriate medium for communicating based on the language, communication styles, and needs of library users and colleagues.
3. Resolve conflict	The candidate provides sufficient evidence that he/she resolves conflict in a positive and productive manner and	The candidate provides partial evidence that he/she resolves conflict in a positive and productive manner and judges when to refer	The candidate does not provide evidence that he/she resolves conflict in a positive and productive manner and judges when to

	judges when to refer situations to a supervisor.	situations to a supervisor.	refer situations to a supervisor.
4. Communication skills	The candidate provides sufficient evidence that he/she understands and uses effective communication skills to enhance approachability and to transmit information.	The candidate provides partial evidence that he/she understands and uses effective communication skills to enhance approachability and to transmit information.	The candidate does not provide evidence that he/she understands and uses effective communication skills to enhance approachability and to transmit information.
5. Customer service	The candidate provides sufficient evidence that he/she practices proactive customer service by anticipating and maintaining awareness of users' needs.	The candidate provides partial evidence that he/she practices proactive customer service by anticipating and maintaining awareness of users' needs.	The candidate does not provide evidence that he/she practices proactive customer service by anticipating and maintaining awareness of users' needs.
6. Use verbal and nonverbal skills	The candidate provides sufficient evidence that he/she uses effective verbal and nonverbal skills that provide the library user with a positive interaction.	The candidate provides partial evidence that he/she uses effective verbal and nonverbal skills that provide the library user with a positive interaction.	The candidate does not provide evidence that he/she uses effective verbal and nonverbal skills that provide the library user with a positive interaction.
7. Deliver difficult information	The candidate provides sufficient evidence that he/she knows and uses the tools of delivering difficult or sensitive information.	The candidate provides partial evidence that he/she knows and uses the tools of delivering difficult or sensitive information.	The candidate does not provide evidence that he/she knows and uses the tools of delivering difficult or sensitive information.
8. Participate effectively on teams	The candidate provides sufficient evidence that he/she participates	The candidate provides partial evidence that he/she participates effectively on	The candidate does not provide evidence that he/she participates effectively on

	effectively on teams, commits to meeting agreed-upon goals and objectives, communicates respectfully and professionally, and supports team decisions.	teams, commits to meeting agreed-upon goals and objectives, communicates respectfully and professionally, and supports team decisions.	teams, commits to meeting agreed-upon goals and objectives, communicates respectfully and professionally, and supports team decisions.
9. Constructive feedback	The candidate provides sufficient evidence that he/she seeks, gives, and accepts constructive feedback from coworkers, supervisors, and users.	The candidate provides partial evidence that he/she seeks, gives, and accepts constructive feedback from coworkers, supervisors, and users.	The candidate does not provide evidence that he/she seeks, gives, and accepts constructive feedback from coworkers, supervisors, and users.