

# Teamwork

A person's ability to work cooperatively with others, handle conflict and anger appropriately, communicate effectively, be empathetic and respect differences (cultural, religious, gender etc.)

VERBAL

## From USUALLY to ALMOST ALWAYS up to ALWAYS

- Uses assertive communication techniques
- Actively listens to others
- Demonstrates strategies to deal with anger or conflict
- Shows empathy to others
- Shows respect for differences

## From RARELY to SOMETIMES up to USUALLY

- Makes an effort to communicate, but with inconsistent results
- Has difficulty listening carefully - has difficulty controlling anger/emotions
- Is not sure how to respond to conflict

## From NEVER to RARELY

- Does not verbally communicate with others
- Does not listen to others
- Verbally communicates in an aggressive, angry, over bearing or passive manner
- Is callous, inconsiderate or rude to team members including teasing, gossip etc
- Uses racial, sexual etc. epithets

PHYSICAL

## From USUALLY to ALMOST ALWAYS up to ALWAYS

- Clearly sets and maintains personal/professional boundaries
- Engages with all team members regardless of race, gender etc
- Shows concern over others to the point of helping them (to reach employment goals)
- Demonstrates an understanding of personal space and appropriate touching

## From RARELY to SOMETIMES up to USUALLY

- Sets inappropriate personal/professional boundaries
- Avoids team members of different race, gender etc
- Tries to do their share
- Attempts to respect personal space

## From NEVER to RARELY

- Does not set appropriate personal/professional boundaries
- Inappropriately touches or invades the personal space of co-workers
- Show disrespect for team members of a different race, gender etc
- Does not do a reasonable share of work