

TEAMWORK – The cooperative effort to achieve common goals; ability to work well with others.

Tasks	Exceeds Expectations	Meets Expectations	Does Not Meet Expectations
General	<ul style="list-style-type: none"> • Seen as a key player who works to ensure the success of the team and each member. • Actively participates in discussions and meetings, and takes lead in getting others to participate. • Relates well with people at all levels, commending the unique contribution each person makes. 	<ul style="list-style-type: none"> • Actively participates as a team member by assisting others whenever possible. • Provides input at meetings and during general discussion. • Works well with all team members. 	<ul style="list-style-type: none"> • Does not recognize or assist others in serving customers or achieving organizational objectives. • Has difficulty interacting with others. • Rarely participates in group discussions and meetings.
Participation	<ul style="list-style-type: none"> • Actively participates in developing team goals and cultivating a sense of goal ownership in other team members. • Openly accepts and provides positive reinforcement for teammates' contributions, ideas and opinions. • Shows confidence in, and speaks up for self and fellow employees to other staff. • Consistently and actively promotes teamwork within the unit. • Consistently helpful to and supportive of coworkers. 	<ul style="list-style-type: none"> • Assists others in a positive manner. • Participates in regular staff meetings, asking questions, challenging ideas and providing solutions. • Respectfully makes sure their supervisor knows their opinion in many situations. • Actively participates in developing team goals and achieving results. • Promotes teamwork within the department. • Helpful and supportive of co-workers. • Makes every effort to be an effective communicator. • Is assertive, rather than aggressive or passive. • Is open and honest and supports transparency. • Avoids arguments for the sake of argument. • Refuses to play games. 	<ul style="list-style-type: none"> • Infrequently shares their thoughts with their supervisor. • Rarely helpful to or supportive of others in the unit. • Does not participate in group discussion. • Overtly or covertly fails to support a team decision. • Does not actively promote teamwork. • Notices team problems as they arise and either takes sides or watches indifferently. • Thrives on chaos and discord.

<p>Facilitator and Mediator</p>	<ul style="list-style-type: none"> • Acts as a mediator or translator between other team members as needed. • Anticipates team problems and works to disarm them diplomatically and privately before they get out of hand. • Allows for differences in personality types and helps others see and respect those differences. • Encourages active participation by all team members. 	<ul style="list-style-type: none"> • Seeks to understand differing positions or opposing viewpoints. • Recognizes different personality types and works on allowing for different approaches. • As team problems arise, actively works to disarm the situation or discretely inform their supervisor. • If another person appears bothered, asks what they can do to help. • Tries to help others to talk to each other if team communication breaks down. • Replaces defensiveness with openness. 	<ul style="list-style-type: none"> • Is indifferent, or may take sides, if team communication breaks down. • Not receptive to different personality types.
<p>Relationships</p>	<ul style="list-style-type: none"> • Helps and teaches others to be strong contributors. • Is seen as a key player and resource for the team. • Assists others positively and readily without being asked. • Relates well with people at all levels – within and outside the team. • Continues to be pleasant and professional, even when others are being difficult. 	<ul style="list-style-type: none"> • Maintains composure while others are being difficult. • Respects team members. • Helps others to learn within their own style. • Actively looks for ways to continually improve service to customers and staff at all times. 	<ul style="list-style-type: none"> • Loses composure, or talks someone down, when they're being difficult. • Allows for different personality types if it's in their best interest. • Thinks and talks in terms of "I" rather than "We". • Pleasant to others in their presence only. • Teaches others when requested. • Belittles others accomplishments. • Brings about tension and rancor. • Have pessimistic viewpoints.