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| **Unique Identifier (UI Code)** | TL-02L |
| **Categories (Tags) – separate with commas if multiple** | Teamwork, Remote Work, Leadership |
| **Competency Title (short name)** | **Provide Guidance to Remote Team** |
| **Competency Statement** | Provide guidance and support for team members working remotely according to role and workplace requirements. |
| **Performance Criteria** | * Assess the skills of team members to identify opportunities for individual development and growth
* Provide coaching to support team members in improving individual and team performance
* Provide mentoring to team members according to job role and area of responsibility
* Encourage cooperative teamwork through the sharing of information, knowledge and experience
* Review and provide regular feedback and recognition for performance according to workplace procedures
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| **Supporting Skills and Knowledge** | **Knowledge:*** Own and team roles, responsibilities, and objectives
* Workplace policies and procedures, particularly those related to performance evaluation and ongoing professional development and working remotely
* Organizational goals and objectives
* Supporting remote workers

**Supporting Skills:*** Ability to communicate effectively and clearly to others
* Ability to solve routine and non-routine problems related to work assignments for self and others
* Use business technology and software, particularly that related to communicate and to track team performance and progress
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| **Key Terms/Definitions Required** | **coaching and mentoring*** Provide direct guidance and constructive feedback to an individual or team in order to improve performance or reach a desired goal. Coaching typically includes regular, immediate and focused feedback while mentoring provides longer-term and often broader guidance and support.

**opportunities for individual development and growth*** Identified actions to develop one’s potential based on a current assessment of performance, ability, or knowledge.

**workplace procedures*** Standard operating procedures specific to a workplace as determined by the workplace and/or management.
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| **Context/Examples** | * Those in leadership roles are expected to provide guidance for team members, which includes regular updates, coaching, and mentoring.
* Working remotely presents an increased use of technology for both communication and progress tracking, so supporting skills in these areas are more critical than when working face to face.
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| **Learning Content/Links** | * Links to workplace policies and procedures
* Links to training on coaching and mentoring
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| **Assessment Methods** | * Peer review and 360 feedback
* Observation of the individual providing guidance and feedback to a team.
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