

Management Competencies - Team Responses

The following questionnaire is taken from the HSE's Stress Management Competency Indicator Tool and looks at those behaviours that are most likely to contribute to workplace stress. Please rate your Manager based on the statements below.

To what extent do you agree with each statement? Please score:

0 Don't do
 1 Could do better
 2 OK
 3 Good
 4 Strong performance
 5 Role model

Respectful and responsible:	
They are role model, acting with honesty, respect and integrity	
They earn the trust of the team, they do what they say they will do	
They act calmly in pressured situations and don't pass their stress onto the team	
They considerate for how their actions affect others and have a consistent approach	
They allow the team to plan their workloads and approach their work in their own way	
They are considerate of their team's work life balance	
They manage time effectively, set realistic deadlines which do not impact negatively upon the team	
TOTAL	
Managing and communicating work:	
They monitor and review existing work, allowing future prioritisation and planning	
They make enough time for the team, encourage participation, providing regular team meetings	
They make expectations clear to others, clearly communicating objectives to the team, making clear and timely decisions	
They are always effective in their communications, keeping the team informed of what is happening in the organisation	
When appropriate, they involve the team in the decision-making and deal with problems as they arise	
When delegating, they give clear direction and understanding and then allow the team to complete the work	
They help staff to develop, coaching, acting as a mentor, giving positive as well as constructive and developmental feedback	
TOTAL	

Managing the individual within the team:	
They are available to talk when needed and return their calls / emails promptly	
They have regular one-to-one meetings with the team and do not cancel these sessions	
They listen effectively to others and are empathetic to their requirements and check they are ok rather than assuming so	
They encourage input and know what motivates the team and have an understanding about me and my life outside of work	
They set targets with appropriate resources and support, listening when I ask for help	
They never take credit for something the team / team member has / have done	
They regularly ask team members "How are you?" and bring a sociable approach into the workplace	
TOTAL	
Reasoning / managing difficult situations:	
They treat all members with equal importance and deal objectively with staff conflicts	
They try to resolve issues rather than act to just keep the peace	
They are aware of the individual motivational needs of the team and act as mediator in conflict situations	
They never bully or threaten to get what they want	
I understand the problems of the team and act to resolve the issues, taking responsibility if things go wrong	
They resolve issues effectively and follow up after resolution	
They understand when and where to signpost individuals for additional support, when required	
TOTAL	

Thank you for completing this questionnaire as it will help your Manager to acknowledge their strengths and identify areas in which they can develop and support the team.