BUS 497a —Team Skills, Knowledge, and Abilities

_____   *Contributing to the Team's Work*
Did a fair share of the team's work.
Fulfilled responsibilities to the team.
Completed work in a timely manner.
Came to team meetings prepared.
Did work that was complete and accurate.
Made important contributions to the team's final product.
Kept trying when faced with difficult situations.
Offered to help teammates when it was appropriate.

_____   *Interacting With Teammates*
Communicated effectively.
Facilitated effective communication in the team.
Exchanged information with teammates in a timely manner.
Provided encouragement to other team members.
Expressed enthusiasm about working as a team.
Heard what teammates had to say about issues that affected the team.
Got team input on important matters before going ahead.
Accepted feedback about strengths and weaknesses from teammates.
Used teammates' feedback to improve performance.
Let other team members help when it was necessary.

_____   *Keeping the Team on Track*
Stayed aware of fellow team members' progress.
Assessed whether the team was making progress as expected.
Stayed aware of external factors that influenced team performance.
Provided constructive feedback to others on the team.
Motivated others on the team to do their best.
Made sure that everyone on the team understood important information.
Helped the team to plan and organize its work.

_____   *Expecting Quality*
Expected the team to succeed.
Believed that the team could produce high-quality work.
Believed that the team should achieve high standards.
Cared that the team produced high-quality work.

_____   *Having Relevant Knowledge, Skills, and Abilities (KSAs)*
Had the skills and expertise to do excellent work.
Had the skills and abilities that were necessary to do a good job.
Had enough knowledge of teammates' jobs to be able to fill in as needed.
Knew how to do the jobs of other team members.

Source:

Ohland, M. et al. (2012), "The Comprehensive Assessment of Team Member Effectiveness: Development of a Behaviorally Anchored Rating Scale for Self- and Peer Evaluation", *Academy of Management Learning and Education*, 11(4), 609-630.