

## BUS 312 —Team Skills, Knowledge, and Abilities

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### \_\_\_\_\_ *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.
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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.