

Overview of Coordinator Competencies

Relationship Skills

<p>1. Actively supports an environment conducive to coordinator work</p> <p><i>Sets the scene and sets the tone</i></p> <ul style="list-style-type: none"> • conveys energy, enthusiasm and personal warmth • appears relaxed, alert and assured • makes good use of the physical environment and resources • motivates group members <p><i>Builds confidence and trust</i></p> <ul style="list-style-type: none"> • establishes his/her integrity • communicates in an assured, open manner, verbally and non-verbally • uses non-judgmental language • recognizes issues of discrimination, equality and diversity and any perceived power imbalance • defuses unhelpful tension and harnesses constructive tension • is sensitive to team dynamics and manages intra-team relationships • adapts to different individual cultures 	<p>2. Develops communication and interaction within the sector/cluster members</p> <ul style="list-style-type: none"> • establishes rapport quickly with the members • encourages members to talk and to express what matters to them by using open questions and other communication skills • allows representatives of the different organizations to express emotion in order to enable progress • recognizes, respects and responds to expressions of emotion • communicates effectively in order to understand members motivation, competency and agenda • creates space for quiet members • uses touches of humor effectively
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Process skills

<p>1. Establishes and maintains a safe and effective working structure</p> <p><i>Takes responsibility for the process: the principles</i></p> <ul style="list-style-type: none"> • establishes a sense of direction/vision with the team • demonstrates familiarity with the procedure, structure, ground rules and responsibilities related to work processes • respects and preserves confidentiality • manages the work process with confidence • handles challenges to the work processes • is alert to ethical dilemmas and handles them safely • develops and adjusts coordination structure to ensure fit with operational realities 	<p>2. Manages work processes</p> <p><i>Takes responsibility for the process: the practicalities</i></p> <ul style="list-style-type: none"> • adopts a pace which is responsive to the needs of the members • seeks for feedback on processes • facilitates decision making processes about the order of events consistent with progress • encourages productive conversation in meetings • keeps stakeholders informed regarding the work progress, and anticipates and flags up possible process changes • helps members to use the time productively • manages time well • manages own pace, energy level and emotions; takes time for reflection between
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Task skills

<p>1. Works towards quality delivery</p> <ul style="list-style-type: none"> • actively participates to determine the deliverables • keeps options open to find better solutions • finds practical ways to interrelate members` goals • remains alert to and picks up on areas for further attention - including data, organizational and personal aspects • demonstrates having an attention to the detail and awareness of the bigger picture • adheres to standards, and is alert to good practices • uses strategies to overcome deadlock in work progress 	<p>2. Enables momentum and progress through active engagement with the members on tasks</p> <ul style="list-style-type: none"> • identifies and probes problematic issues • creates opportunities for dialogue and flow of information between team members • helps team members to reassess risks
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Coordinator Competencies - OBSERVER WORKSHEET

Instructions: Observe the Chair/Co-chair) during the meeting. .

1. When these tasks are completed properly, check the “Done” column, if not done correctly, check the “Not Done” Column. Write down as many examples as possible for both what was ‘Done and what ‘Not Done’.
2. Identify additional observation points and add them to your list

Observation Points	Done	Not Done	Examples
Actively supports an environment conducive to coordinator work - <i>Sets the scene and sets the tone</i>	<input type="checkbox"/>	<input type="checkbox"/>	
Actively supports an environment conducive to coordinator work - <i>Builds confidence and trust</i>	<input type="checkbox"/>	<input type="checkbox"/>	
Develops communication and interaction within the sector/cluster members	<input type="checkbox"/>	<input type="checkbox"/>	
Establishes and maintains a safe and effective working structure - <i>Takes responsibility for the process: the principles</i>	<input type="checkbox"/>	<input type="checkbox"/>	
Manages work processes - <i>Takes responsibility for the process: the practicalities</i>	<input type="checkbox"/>	<input type="checkbox"/>	
Works towards quality delivery	<input type="checkbox"/>	<input type="checkbox"/>	
Enables momentum and progress through active engagement with the members on tasks	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	