

Quality Assessment: Coordinator Aptitudes

The following is an example of a QA tool. It should be adapted to a specific coordination group and QA process.

Guidance Notes

1. This is a tool to assess coordinator aptitudes. It refers to the individual coordinator (or co-coordinator) and not the coordination group or partners. (It is complemented by a separate survey for assessing the quality of coordination group mechanisms.)
2. 'Coordinator' includes any person coordinating or co-coordinating a response group dealing with a sector, theme, operation, geographic area, etc.
3. The aptitudes relate to those applied in the coordination function and in the language of that coordination process.
4. This survey can be completed either online (using a web-based tool such as Survey Monkey) or by completing the MS WORD or other version of the form. It can be completed by coordinators or co-coordinators for self-assessment of their own aptitudes. It can be expanded and adapted for completion by third-parties, such as partner members of the respective coordination group.
1. Responses for some aptitudes may be context specific. Assessor notes in the 'Comments' column can illuminate such context or nuance.
2. For more detailed assessments, each aptitude below should be divided into sub-aptitudes. For the sake of brevity, this list is relatively short. The aim is to indicate broad directions for improvement.
3. All the items should be assessed uniquely in relation to the coordinator's aptitudes for coordination. (The aim is not to assess, for example, operational delivery).
4. Please rate the quality of the coordinator aptitudes 1-5, 1 being the lowest (worst) rate and 5 the highest (best) rate.
5. If desired, comments on the strengths and weaknesses of specific aptitudes and any additional observations may be added in the corresponding columns.
6. The comments and ratings should assist in coordinator self-improvement action planning.
7. Space is provided at the end for any additional aptitudes or comments you think should be included in this assessment.

Title/type of the Coordination Group (e.g. sector or theme, geographic area, etc.)	
Location where the coordination is conducted	
Name of the coordinator/co-coordinator conducting the self-assessment	
City and dates of the workshop you will attend	

<i>Aptitudes related to the following areas:</i>	<i>Rating 1 -5</i>	<i>Strengths</i>	<i>Weaknesses</i>
Communication			
1. Speaking			
2. Listening			
3. Writing			
4. Reading			
5. Body-language (gestures, facial expressions, manner of sitting and standing, etc.)			
6. Presenting in public (an overview, report, strategy, problem, etc.)			
7. Emotional Intelligence (sensitivity to one's own emotions and needs and those of others)			
Facilitating and leading collective discussions, meetings and decision-making			
8. One-to-one discussions			
9. Meetings management			
10. Facilitating collective planning and decision-making (e.g. agreeing priorities)			
11. Partnership, transparency, inclusiveness and sharing			
12. Leadership			

<i>Aptitudes related to the following areas:</i>	<i>Rating 1 -5</i>	<i>Strengths</i>	<i>Weaknesses</i>
13. Negotiation			
14. Managing conflict, difficult people and difficult situations			
Consultation and working with others			
15. Pro-active quality Assessment: seeking and openness to suggestions and criticism, regular consultation on output and process quality, etc.			
16. Quantitative and qualitative survey methods for consultations and quality assessments			
17. Sharing tasks (such as co-chairing meetings, co-coordinating, etc.)			
Knowledge and awareness			
18. Knowledge of the operational issues – the main focus of coordination (a technical sector, an operation, a geographical area)			
19. Knowledge of partners (organizational profiles, individual profiles, concerns and priorities, etc.)			
20. Knowledge of the broader context (e.g. political, socio-economic, gender and ethnic realities)			
21. Emotional intelligence: Awareness of one's own feelings/emotions and self-management in function of that awareness			
22. Emotional intelligence: Awareness of the feelings/emotions of others and relationship-management in function of that awareness			

<i>Aptitudes related to the following areas:</i>	<i>Rating 1 -5</i>	<i>Strengths</i>	<i>Weaknesses</i>
Strategic thinking and structuring			
23. Problem analysis, strategic thinking and identification of options			
24. Prioritizing, organizing, structuring and phasing tasks and issues			
Other			
25. Experience as a coordinator prior to this coordination responsibility (e.g. none, a little, significant, a lot)			
26. Applying coordination-related Information and Communications Technology (ICT – commonly applied software, webinars/video & tele-conferencing, etc.)			
27. An overall rating for the coordinator’s coordination aptitudes			
