

## **COMMUNICATION AND TEAM WORK COMPETENCIES (Revised July 27, 2009)**

Library Support Staff need to communicate effectively with library users, library staff, and others in a variety of situations to offer high-quality customer service. Library Support Staff are also required to make decisions that impact library services and serve as valued members of work teams. This set is divided into two parts: communication and team work; and decision-making.

### **COMMUNICATION COMPETENCIES**

#### **Library Support Staff will know:**

1. Basic concepts of interpersonal relations, customer service, and communication.
2. The importance of upholding policies and decisions, and when to make exceptions.
3. Tools for resolving conflict.

#### **Library Support Staff will be able to:**

4. Treat others with respect, fairness, and consistency.
5. Seek, give, and accept constructive feedback from coworkers, supervisors, and users.
6. Resolve conflict in a positive and productive manner, and judge when situations should be referred to a supervisor.
7. Write clearly, logically, and concisely.
8. Select the most appropriate medium for communicating, based on the language, communication styles, and needs of diverse receivers (user and staff).
9. Listen effectively and transmit information accurately and understandably.
10. Use approachable and welcoming behavior with all users.
11. Anticipate and maintain awareness of users' needs and wants in order to provide or improve services.

### **TEAM WORK AND DECISION-MAKING**

#### **Library Support Staff will know:**

12. Basic concepts of team work.
13. Basic concepts of effective decision-making.

#### **Library Support Staff will be able to:**

14. Participate effectively on teams, commit to meeting agreed-upon goals and objectives, and support team decisions.
15. Promote communication and respect among team members.
16. Identify critical and sensitive library issues, and choose appropriate strategies to communicate this information among the public, supervisors, team members, and peers as appropriate.

17. Provide timely, accurate, and candid information to supervisors, peers, and team members to facilitate decision-making.
18. Gather the best available information to support decisions.