

*Managing a Team*

To orient a team towards high productivity by:

- providing team members with a clear sense of direction;
- taking responsibility to organize resources and steer team members towards successful task accomplishment;
- providing the team with practical tools to accomplish the work; and
- representing the team and defending its integrity to others in the organization.

*Motivating the Team*

To maximize team members' performance through:

- inspiring a positive attitude towards work by modelling cooperative, task-oriented behaviour in one's own actions and by arousing a strong desire to succeed among team members.

*Developing Talent*

To ensure all team members' development keeps pace with demands of the workplace by:

- accurately assessing the strengths and developmental needs of team members;
- seeking to improve team members' skills and talents;
- providing appropriate training opportunities; and
- identifying assignments which challenge abilities and encourage development.

*Providing Performance Feedback*

To facilitate the performance of each team member through:

- providing clear, thorough and timely feedback on work performance in formal performance appraisals and in day-to-day situations;
- recognizing and rewarding performance that meets or exceeds performance standards;
- providing constructive criticism and helpful suggestions to correct poor performance; and
- taking appropriate action to remove non-performers when suggested improvements in performance are not realized.