

SKILLS FOR SUCCESS – Band A Core Skills



| Managing and Leading | | Delivering Outcomes | | |
|---|--|--|---|---|
| Self Awareness | Team Work | Customer Service | Information Management | Communications and Engagement |
| Responsible for personal behaviour and is accountable for own actions, health and wellbeing. | Knows and understands the contribution the team makes to the Directorate Plan and Government Purpose. | Knows and understands internal and external customers & how they fit into the Scottish Government and the wider public sector. | Uses a range of corporate systems and is aware of security and organisational procedures. | Contributes views, ideas and experience, identifying appropriate methods of communication and target audience. |
| Aware of personal strengths, takes pride and responsibility for performance at work and is responsive to constructive feedback. | Can be relied on to deliver agreed personal objectives and is aware of how their work connects with the work of others. | Understands customer needs and expectations and responds in a helpful and professional way. | Accesses, manages, stores, and retrieves information through effective use of Scottish Government Management Information Systems. | Identifies and sources information to produce accurate numeric work and concise, well structured written work using Scottish Government guidance. |
| Adaptable, contributes to and embraces new ways of doing things, seeking the support of others when needed. | Builds networks and maintains good working relationships with colleagues, valuing their contribution and open to different points of view. | Builds positive working relationships with customers and works to agreed time scales and standards of quality. | Shares and presents information of all kinds in an appropriate format, accurately and on time. | Verbal communication is confident, contributing ideas in a clear and concise way. |
| Identifies personal development needs and actively manages own development plan. | Contributes views, ideas and experience to improve the team's performance, offering and/or seeking practical help when necessary. | Takes responsibility to review and improve customer service, listening to and acting on feedback. | Contributes to the continuous improvement of Management Information Systems. | Inquisitive and actively listens, responding appropriately using clarifying questions to test understanding. |