

CONFLICT RESOLUTION

- ▶ They have the capacity to empathise with the other persons viewpoint
- ▶ They pay attention to the feelings being expressed.
- ▶ They have the ability to seek compromise.
- ▶ They can manage stress quickly while remaining alert and calm.

COMMUNICATION

- ▶ They compliment and praise their team mates regularly.
- ▶ They are able to express themselves and be understood.
- ▶ They understand the implications of the different tones that can be used when communicating.
- ▶ They understand how to communicate through body language both on and off the field.
- ▶ They can conduct themselves in a 1-1; peer group; small group and large group with effective communication at all levels.
- ▶ They can actively listen and use others information to relay communication clearly.

EMOTIONAL INTELLIGENCE

- ▶ They understand their own emotions and are able to self-regulate knowing the impact that it can have on others around them.
- ▶ They understand what others are feeling during meetings and conversations
- ▶ They can demonstrate attunement – the ability to tune into others feelings and act appropriately.
- ▶ They are willing and able to challenge others effectively
- ▶ They demonstrate an interest in the lives of their teammates
- ▶ They are an attentive listener
- ▶ They are aware of how their words and actions impact others on the team and strive for this to be consistently positive
- ▶ They adjust their behaviour and style to fit the nature of a conversation, relationship or moment



LEADERSHIP

- ▶ They appreciate that leadership positions hold power and they know how to positively use this power.
- ▶ They act as a role model to others
- ▶ They recognise that leadership can be delivered in many different styles and can recognise their leadership style.
- ▶ They take responsibility for themselves, their possessions, their actions and others within the team.
- ▶ They can inspire and motivate others with through their communication and actions.
- ▶ They can actively listen.
- ▶ They have the ability to involve everyone within the team.

COLLABORATION

- ▶ They are able to work with others to problem solve.
- ▶ They are able to understand personal strengths and how that fits with the team.
- ▶ They can help determine team strengths and how this can be utilised to improve the function of a team.
- ▶ They can help determine the most important areas to improve as a team.
- ▶ They are able to determine personal weaknesses and how the team may mitigate for this.
- ▶ They are willing to take on different projects, no matter how challenging or tedious, for the good of the team.
- ▶ They share credit for team achievements.
- ▶ They put the team before themselves.
- ▶ They feel a sense of responsibility for the overall success of the team.
- ▶ They are willing to contribute to and think about the teams mission outside of core training hours.
- ▶ They contribute positively to team culture.