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| **Unique Identifier (UI Code)** | TL-03L |
| **Categories (Tags) – separate with commas if multiple** | Teamwork, Remote Work, Leadership |
| **Competency Title (short name)** | **Monitor Remote Team** |
| **Competency Statement** | Monitor team to maintain effective operations while working remotely. |
| **Performance Criteria** | * Review and communicate team progress according to team objectives and workplace requirements
* Identify and respond to any conflicts or potential areas of conflict between team members and others
* Evaluate and discuss team performance as appropriate to assist with future planning.
* Reassign work assignments and adjust plans as required to maintain effective operations and complete team objectives
* Report on team progress to appropriate personnel as required
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| **Supporting Skills and Knowledge** | **Knowledge:*** Own and team roles, responsibilities, and objectives
* Workplace policies and procedures, particularly those related to performance evaluation and ongoing professional development and working remotely
* Organizational goals and objectives

**Supporting Skills:*** Ability to communicate effectively and clearly to others
* Ability to solve routine and non-routine problems related to work assignments and conflicts between team members
* Emotional intelligence and awareness of self and others
* Use business technology and software, particularly that related to communicate and to track team performance and progress
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| **Key Terms/Definitions Required** | **appropriate personnel*** People within or external to an organization that need to be notified or updated, according to the policies and procedures dictated by the workplace or an external body.

**team** **objectives*** Goals that are set by an organization or team and that track group rather than individual performance.

**workplace requirements*** Specifications determined by the workplace as meeting the organization’s operational standard or expectation.
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| **Context/Examples** | * Those in leadership positions are expected to guide, monitor, and report on the team’s progress in relation to team objectives.
* Working remotely presents an increased use of technology for both communication and progress tracking, so supporting skills in these areas are more critical than when working face to face.
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| **Learning Content/Links** | * Links to specific training on tools and equipment for working remotely and tracking team progress
* Links to workplace policies and procedures
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| **Assessment Methods** | * Self assessment and peer review
* Observation of individual and team progress against objectives while working remotely.
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