### Overview of Coordinator Competencies

#### Relationship Skills

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<th>1. Actively supports an environment conducive to coordinator work</th>
<th>2. Develops communication and interaction within the sector/cluster members</th>
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| **Sets the scene and sets the tone** | • establishes rapport quickly with the members  
• encourages members to talk and to express what matters to them by using open questions and other communication skills  
• allows representatives of the different organizations to express emotion in order to enable progress  
• recognizes, respects and responds to expressions of emotion  
• communicates effectively in order to understand members motivation, competency and agenda  
• creates space for quiet members  
• uses touches of humor effectively |
| • conveys energy, enthusiasm and personal warmth  
• appears relaxed, alert and assured  
• makes good use of the physical environment and resources  
• motivates group members  
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| **Builds confidence and trust** | |
| • establishes his/her integrity  
• communicates in an assured, open manner, verbally and non-verbally  
• uses non-judgmental language  
• recognizes issues of discrimination, equality and diversity and any perceived power imbalance  
• defuses unhelpful tension and harnesses constructive tension  
• is sensitive to team dynamics and manages intra-team relationships  
• adapts to different individual cultures | |
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#### Process skills

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<th>2. Manages work processes</th>
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<td><strong>Takes responsibility for the process: the practicalities</strong></td>
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| • establishes a sense of direction/vision with the team  
• demonstrates familiarity with the procedure, structure, ground rules and responsibilities related to work processes  
• respects and preserves confidentiality  
• manages the work process with confidence  
• handles challenges to the work processes  
• is alert to ethical dilemmas and handles them safely  
• develops and adjusts coordination structure to ensure fit with operational realities | • adopts a pace which is responsive to the needs of the members  
• seeks for feedback on processes  
• facilitates decision making processes about the order of events consistent with progress  
• encourages productive conversation in meetings  
• keeps stakeholders informed regarding the work progress, and anticipates and flags up possible process changes  
• helps members to use the time productively  
• manages time well  
• manages own pace, energy level and emotions; takes time for reflection between |
| **Takes responsibility for the process: the practicalities** | |
| • actively participates to determine the deliverables  
• keeps options open to find better solutions  
• finds practical ways to interrelate members’ goals  
• remains alert to and picks up on areas for further attention - including data, organizational and personal aspects  
• demonstrates having an attention to the detail and awareness of the bigger picture  
• adheres to standards, and is alert to good practices  
• uses strategies to overcome deadlock in work progress | |
| • identifies and probes problematic issues  
• creates opportunities for dialogue and flow of information between team members  
• helps team members to reassess risks | |

#### Task skills

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<th>2. Enables momentum and progress through active engagement with the members on tasks</th>
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**Coordinator Competencies - OBSERVER WORKSHEET**

**Instructions:** Observe the Chair/Co-chair during the meeting.  
1. When these tasks are completed properly, check the “Done” column, if not done correctly, check the “Not Done” Column. Write down as many examples as possible for both what was ‘Done’ and what ‘Not Done’.
2. Identify additional observation points and add them to your list

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<th>Not Done</th>
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