

Applying Council's Capability Framework

Discussion prompts - Planning and Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisations human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.



Team Members

- Can you explain to me how your own work activities relate to the goals and objectives of the broader team?
- In what ways do you prioritise your work based on the needs of the team?
- How do you make sure that you share relevant information with others as and if appropriate?
- What do you do to ensure you are doing your share of the work consistently?



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Fully proficient

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- > understands how some policies and procedures can be adapted so the capability can be fully demonstrated

Developing

- > can apply the capability to own work with limited guidance and support and within standard working policies and procedures
- > demonstrates an understanding of how the capability can enhance their work and that of immediate team members

Starting out

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Discussion prompts - Outcome Orientation

Focuses on generating results for clients and the organisation. Demonstrates a strong commitment to a high performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control.



Team Members

- When have you been prepared to take an informed risk to solve a client issue?
- How do you go about making sure that your tasks are completed to the required standard on a consistent basis?
- What do you do to ensure you respond promptly and appropriately to requests for service?
- What is it you do that demonstrates you follow established practices and procedures?



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Discussion prompts - Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation



Team Members

- In what ways do you demonstrate respect for the wide ranging views and perspectives that are expressed in your teams?
- What do you do to ensure you contribute effectively in team meetings?
- In what ways do you demonstrate your commitment to team decisions?
- In what ways do you demonstrate respect for other team members?



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Discussion prompts - Self-Management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others.



Team Members

- When have you accepted personal responsibility for outcomes that were within your control
- What evidence can you share to demonstrate that you regulate and adapt your behaviour according to the circumstances and audience
- How do you seek feedback from others for the purposes of reflecting on your own work performance, with a view to self-improvement?
- What do you do that demonstrates you model Greater Dandenong's ethical and organisational standards?
- In situations of ambiguity and pressure, how do you ensure you continue to act decisively?



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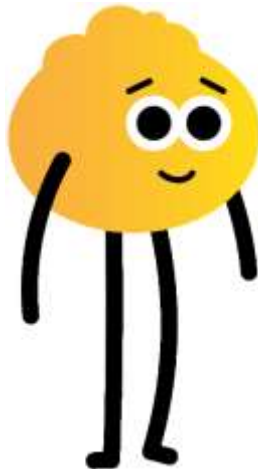
Discussion prompts - People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.



Team Members

- What do you do to identify and suggest opportunities for your own growth and development?
- How do you seek feedback from others with a view to personal and professional development?
- How have you looked for opportunities to grow your skills and knowledge?
- How do you manage your own career development?



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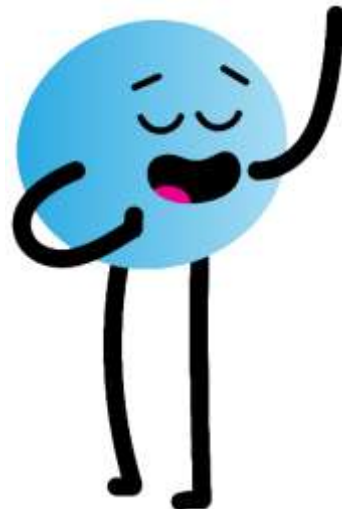
Discussion prompts - Future Focused Orientation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, team or the organisation to deliver on the needs and expectations of the Council and the community it serves.



Team Members

- How do you incorporate things that are impacting the broader environment into how you carry out your work?
- In what ways do you demonstrate that you can be flexible when change happens?
- In times of change, how do you show your resilience?
- What do you do to seek support during uncertainty?



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Discussion prompts - Safety, Health and Wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and Councillors is at the heart of the organisation's culture and the way work is organised and services delivered



Team Members

- How have you demonstrated your willingness to actively participate in discussions and activities aimed at improving safety, health and wellbeing?
- What do you do to take responsibility for your own safety, health and wellbeing and that of others you interact with?
- What have you done to support and encourage your colleagues to participate in safety, health and wellbeing initiatives?



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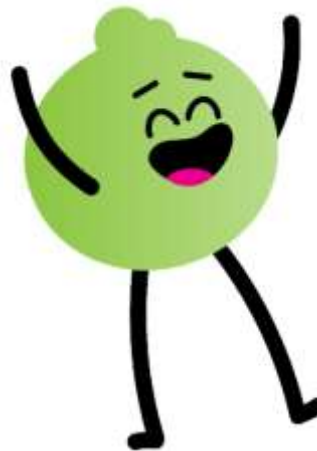
Discussion prompts - Service Focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards.



Team Members

- How have you shown that you are friendly and responsive to your clients/customers?
- What do you do to ensure you deliver quality outcomes to your clients/customers?
- How do you demonstrate you treat client/customer issues with concern and importance?



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