## Metro North’s Capability Framework – Ideal Performance and Behaviour Indicators: (based on relevant Lominger™ Competencies) – Early Career Roles

<table>
<thead>
<tr>
<th>Value</th>
<th>Relevant Competency</th>
<th>Examples of ideal performance and behaviours for EARLY CAREER ROLES in Metro North</th>
</tr>
</thead>
</table>
| Respect                   | Interpersonal Savvy | • Builds relationships with people in the workplace  
• Engages productively with immediate colleagues  
• Comfortable when interacting with people who are different to yourself  
• Expresses points of view respectfully |
|                            | Manages Conflict   | • Recognises that conflict can be part of problem solving  
• Able to sustain a respectful disagreement  
• Prevents conflict from impacting on service delivery  
• Values others’ perspectives and points of view |
|                            | Communicates Effectively | • Able to communicate clearly – written and verbal  
• Awareness of different information needs of different people  
• Takes time to listen to others’ viewpoints  
• Shares information with others consistently |
|                            | Balances Stakeholders | • Able to meet needs of immediate stakeholders  
• Considers needs of all stakeholders equally  
• Prevents stakeholder demands from adversely impacting service delivery  
• Communicates progress with all stakeholders |
| Team Work                 | Collaborates        | • Works collaboratively with colleagues  
• Balances own interests with those of others  
• Keeps lines of communication open  
• Shares team goals and helps others to achieve them |
|                            | Develops Talent     | • Ensures own training and skills are adequate  
• Seeks opportunities for professional development |
|                            | Values Difference   | • Demonstrates an awareness of other cultures  
• Treats everyone the same regardless of background – colleagues and patients  
• Recognises that own way of thinking and communicating is not the only way  
• Willingness to learn about others’ backgrounds and cultures |
|                            | Builds Effective Teams | • Engages in common challenges  
• Recognises importance of team work in health service delivery |
| Compassion                | Patient / Customer focus | • Demonstrates awareness of patient journey and expectations  
• Genuinely cares about people  
• Takes remedial action when patient / client expectations are not met  
• Demonstrates sympathy to the plight of others less fortunate |
|                            | Demonstrates Self-awareness | • Reflects on past mistakes  
• Understands own contribution to patient / client experience |
|                            | Manages Ambiguity   | • Remains confident and safe in the face of uncertainty  
• Deals effectively with unusual situations and seeks help when necessary |
|                            | Being Resilient    | • Welcomes and learns from feedback  
• Seeks help in high pressure situations |
| High Performance          | Cultivates Innovation | • Looks for new and betters ways of doing things  
• Opensnly explores and discusses ideas with colleagues and line managers |
|                            | Action Oriented    | • Seizes opportunities to improve service delivery  
• Prioritises tasks and workloads appropriately  
• Steps up to challenges and learns from them  
• Recognises and seeks opportunities for process improvement |
|                            | Drives Results     | • Consistent performer even in difficult situations  
• Tries different solutions in different ways  
• Strives to achieve deadlines and organises work accordingly |
|                            | Drives Vision and Purpose | • Connects personally with Metro North’s Vision and Purpose  
• Able to articulate this vision and purpose to clients and patients in an easily understood way |
|                            | Decision Quality   | • Gathers as much information as possible before making decisions  
• Understands own ethical obligations in decision making |
|                            | Ensures Accountability | • Takes accountability for everything within own jurisdiction and control  
• Does not hesitate to make decisions within own delegation and authority  
• Takes steps to prevent loss or injury to self and others  
• Supports others to take accountability for the quality and timeliness of their work |
|                            | Courage            | • Reports incidents of undesirable conduct or performance  
• Freely gives constructive feedback to peers and line managers |
|                            | Manages Complexity | • Strives to assess difficult situations comprehensively  
• Keeps the bigger picture in mind |