

# BEHAVIOURAL COMPETENCIES

for Canada's Substance  
Use Workforce v. 2

**TEAMWORK** and  
**COOPERATION**



Canadian Centre  
on Substance Use  
and Addiction

Evidence. Engagement. Impact.



Canadian Centre  
on Substance Use  
and Addiction

All behavioural indicators across proficiency levels are examples only and can be adapted or tailored to meet individual organizational needs and mandates.

For CCSA's competencies, substance use is inclusive of situations where professionals are working with individuals who use or have used substances, are diagnosed with a medically recognized substance use disorder or are experiencing harms as a result of using substances. For more information, please refer to the criteria for substance use disorders in the *Diagnostic and Statistical Manual of Mental Disorders*, 5<sup>th</sup> edition (DSM-5).

For more information on sex- and gender-based analysis (SGBA+), please visit [www.ccsa.ca/sex-and-gender-based-analysis](http://www.ccsa.ca/sex-and-gender-based-analysis)

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For additional copies, contact  
CCSA, 75 Albert St., Suite 500  
Ottawa, ON K1P 5E7  
Tel.: 613-235-4048  
Email: [competencies@ccsa.ca](mailto:competencies@ccsa.ca)

ISBN 978-1-77178-745-1

## TEAMWORK AND COOPERATION

Work cooperatively and productively with others within and across organizational units to achieve common goals; demonstrate respect, cooperation, collaboration and consensus-building.

	1 = Foundational	2 = Developing	3 = Proficient	4 = Advanced
<b>EXAMPLES</b>	<ol style="list-style-type: none"> <li>1. Interacts honestly and fairly with others, showing consideration and respect for individual differences</li> <li>2. Willingly shares the workload with and assists other team members</li> <li>3. Coordinates own work with that of others</li> <li>4. Shares all relevant information with team members</li> <li>5. Listens to others' viewpoints without interruption, practicing active listening</li> <li>6. Supports team decisions</li> <li>7. Engages in team building efforts</li> </ol>	<ol style="list-style-type: none"> <li>1. Consistently supports team's purpose and proactively acts to positively influence team results</li> <li>2. Proactively offers assistance to team members when needed</li> <li>3. Actively keeps team members informed of the status of own tasks that are connected to and could have an impact on the work of others</li> <li>4. Seeks and values others' input, involvement and expertise from a diversity of perspectives, demonstrating a willingness to learn from other team members</li> <li>5. Offers constructive suggestions and opinions in response to ideas presented</li> <li>6. Gives credit to and acknowledges contributions and efforts of other team members</li> <li>7. Develops awareness of gendered communication patterns and appropriately recognizes others' ideas</li> </ol>	<ol style="list-style-type: none"> <li>1. Influences relevant organizational goals and outcomes through effective teamwork and cooperation</li> <li>2. Ensures that all group members have equal opportunity to contribute to group discussions and be recognized for their ideas</li> <li>3. Facilitates beneficial resolutions to conflict among team members</li> <li>4. Facilitates cooperation and motivation within and across teams through varied means, including formal team-building activities</li> <li>5. Provides feedback to team members to make the team successful</li> <li>6. Recognizes and rewards individual and group contributions and gives appropriate credit for successes</li> <li>7. Ensures others recognize how the work and successes of teammates and other persons contribute to the success of the team and the organization</li> <li>8. Recognizes when there is a need to take action or make decisions after sufficient planning and discussing</li> </ol>	<ol style="list-style-type: none"> <li>1. Supervises, guides, mentors and coaches others in developing effective teamwork practices</li> <li>2. Develops protocols and procedures that support and enhance teamwork within the organization</li> <li>3. Actively models gender-inclusive teamwork and communication</li> <li>4. Values, rewards and recognizes team successes through organizational initiatives</li> <li>5. Facilitates collaboration across teams to achieve common goals and break down structural, functional, gendered and cultural barriers between teams; promotes the sharing of expertise and resources</li> <li>6. Proactively addresses team conflict with tact and sensitivity</li> </ol>