Imperial College London Smart Working Toolkit – Manager Toolkit







People Skill	How good am I?	Technique(s) now	Future technique(s)
Being understood	1 2 3 4 5 DK		
Listening skills	1 2 3 4 5 DK		
Influencing/motivating	1 2 3 4 5 DK		
Inspiring/getting the best out of people	1 2 3 4 5 DK		
Trusting others	1 2 3 4 5 DK		
Involving others	1 2 3 4 5 DK		
Building team spirit	1 2 3 4 5 DK		
Delegating	1 2 3 4 5 DK		
Assertiveness	1 2 3 4 5 DK		
Coaching/mentoring	1 2 3 4 5 DK		
Developing team's skills and capabilities	1 2 3 4 5 DK		
Setting appropriate objectives	1 2 3 4 5 DK		
Giving feedback/appraisal	1 2 3 4 5 DK		
Detecting performance problems	1 2 3 4 5 DK		
Detecting personal problems	1 2 3 4 5 DK		
Problem solving	1 2 3 4 5 DK		
Resolving disputes	1 2 3 4 5 DK		
Decision-making	1 2 3 4 5 DK		
Persuading	1 2 3 4 5 DK		
Negotiating	1 2 3 4 5 DK		
Disciplining/having awkward conversations	1 2 3 4 5 DK		
Add in any others below:			
	1 2 3 4 5 DK		
	1 2 3 4 5 DK		

1 = Not good at all, 5 = Excellent. DK = Don't know / not at all sure

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