

Leadership Capability Grid (LCG)
SFHGEN21 Interact with individuals using telecommunications

Summary

The leadership capabilities and bullets in this LCG are based on the front line worker leadership capabilities and their themes of indicator from the [Step into Leadership website](#). The assumption within this LCG and level is that you can demonstrate leadership when you:

- work directly with children and young people/adults, families and communities
- contribute to team/collaborative work with colleagues and other professionals
- work with and supervise the work of colleagues
- carry out your roles and responsibilities, illustrating your knowledge of organisational practice and procedures, Scottish Social Services Council Codes of Practice and other legal and organisational requirements within your roles and responsibilities
- display leadership potential for managers and other professionals with whom you work.

The Performance (P) and Knowledge (K) within the LCG from the National Occupational Standard are there only as examples of where leadership can be demonstrated. They are not meant to include all possible performance and knowledge that may be used to demonstrate your leadership capability.

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Leadership capabilities	When interacting with individuals using telecommunications you can demonstrate leadership capabilities by:
Vision	<p>Providing a vision for those with whom you work and your organisation when you:</p> <ul style="list-style-type: none"> • Promote social service values when working with individuals (P1-12; K1-4,8-12,14-19,22,25-29) and recording information (P15,17; K5-6,31-32)
Self-leadership	<p>Displaying self leadership when you:</p> <ul style="list-style-type: none"> • Demonstrate and adapt leadership when interacting with individuals using telecommunications (All P; K1-6,8-12,14-19,22,25-29) • Take intelligent risks when interacting with individuals using telecommunications (P1-12; K1-4,8-12,14-19,22,25-29), assessing risk (P13-14; K15-16) and recording information (P15-17) • Demonstrate and promote resilience (P1-12; K1-4,8-12,14-19,22,25-29)
Empowering	<p>Empowering people when you:</p> <ul style="list-style-type: none"> • Enable leadership at all levels (P1-12; K1-4,8-12,14-19,22,25-29)
Collaborating and influencing	<p>Collaborating and influencing when you:</p> <ul style="list-style-type: none"> • Understand and value the perspectives of others (P1-11; K1-4,8-12,14-19,22,25-29)