



LEADERSHIP COMPETENCIES PROFILE FOR OFFICIAL LANGUAGES

THE FOLLOWING TABLE IS A SELF-ASSESSMENT TOOL BASED ON THE LEADERSHIP COMPETENCIES PROFILE FOR OFFICIAL LANGUAGES THAT WAS DEVELOPED USING DATA GATHERED FROM THE OFFICE OF THE COMMISSIONER OF OFFICIAL LANGUAGES' STUDY BEYOND BILINGUAL MEETINGS: LEADERSHIP BEHAVIOURS FOR MANAGERS. PUBLIC SERVICE MANAGERS ARE INVITED TO USE THIS TOOL TO EVALUATE THEMSELVES AND, WHERE NEEDED, TAKE ACTION TO ENSURE THAT THEIR EMPLOYEES FEEL COMFORTABLE USING THEIR OFFICIAL LANGUAGE OF CHOICE IN THE WORKPLACE.

SELF-ASSESSMENT TOOL*

ASSESSMENT	Please use the following scale to assess the degree to which your behaviour complies with the statements in each category: 1 = Never; 2 = Sometimes; 3 = Often; 4 = Regularly; 5 = Always.					Self-assessment <input type="checkbox"/> Supervisor <input type="checkbox"/> Employee <input type="checkbox"/>		Overall rating	Comments
	1	2	3	4	5				
VALUES AND ETHICS									
Communicates, through behaviour, the values of bilingualism and equality in official languages <ul style="list-style-type: none"> Understands the impact of his or her actions and behaviours on employees and acts as a role model; Feels comfortable communicating in both official languages and looks for opportunities to use them; Follows bilingualism directives during meetings, individual meetings, etc.; Treats employees equitably and fairly regardless of their language group or their language preference at work. 									
Shows respect for the language preferences of his or her employees <ul style="list-style-type: none"> Finds out which official language each employee prefers to use at work; Speaks to employees in the official language of their choice; Consults employees to determine their language-of-work needs. 									
Maintains an environment of respect for both official languages <ul style="list-style-type: none"> Ensures that employees feel comfortable using the official language of their choice; Ensures equal treatment of both official languages in all areas of work (communications, documents, work tools, etc.); Checks regularly to see whether employees' language needs are met; Never hesitates to take measures to correct situations where official languages are not respected; Uses both official languages in all work situations. 									
Demonstrates leadership in official languages <ul style="list-style-type: none"> Maintains and demonstrates ongoing commitment toward bilingualism; Finds tangible opportunities to promote bilingualism; Informs employees of language-of-work responsibilities and meets these responsibilities; Never hesitates to make difficult decisions to correct situations where employees' language-of-work rights are not respected; Continuously seeks to improve the work environment so that it is conducive to the use of both official languages. 									
STRATEGIC THINKING									
Develops a vision for official languages in the workplace <ul style="list-style-type: none"> Develops a vision for official languages in the workplace that goes beyond the strict application of the <i>Official Languages Act</i> and that is focused on respect for employees and on their well-being; Develops an official languages vision based on the Canadian values of linguistic duality and cultural diversity; Develops a vision that reflects the institution's mandate while adhering to the principles and spirit of the <i>Official Languages Act</i>. 									
Takes the necessary measures to ensure that the vision is understood within the institution <ul style="list-style-type: none"> Takes the necessary measures to ensure that all employees in the institution have a common understanding of the vision (through training, concrete examples, discussion groups, workshops during annual meetings, etc.); Communicates this vision to employees (regular discussions, etc.); Clearly understands his or her own responsibilities in the implementation of the vision and shares them with employees. 									
Uses strategic methods to ensure that the vision is respected <ul style="list-style-type: none"> Is aware of the issues associated with implementing the vision and does not hide or ignore them; Involves employees in implementing the vision; Develops a series of best practices in cooperation with various working groups; Outlines specific expectations with respect to language of work; Clearly identifies objectives and expected results; Measures the extent to which the objectives are met; Establishes connections between official languages and the institution's strategic priorities. 									
ENGAGEMENT									
Communicates his or her commitment and departmental commitment <ul style="list-style-type: none"> Communicates departmental vision and commitment regarding language of work to all employees; Regularly reminds employees that respect for official languages in the workplace is a priority. 									
Demonstrates, through action, his or her commitment to ensuring that language-of-work rights are respected <ul style="list-style-type: none"> Ensures that language-of-work objectives are included in supervisors' performance agreements; Develops specific indicators to achieve organizational objectives; Includes official languages in the team's mission statement; Demonstrates diligence in taking corrective action, when necessary. 									

* THE SELF-ASSESSMENT TOOL MAY BE DOWNLOADED FROM THE OCOL WEBSITE: WWW.OFFICIALLANGUAGES.GC.CA

ENGAGEMENT (CONTINUED)	1	2	3	4	5		
Shows consistency in his or her commitment to official languages <ul style="list-style-type: none"> Communicates on a daily basis in both official languages; Informs employees of their language rights on an ongoing basis; Informs managers of employees' language rights on an ongoing basis; Ensures that good practices are systematically implemented. 							
Demonstrates persistence in applying Part V of the <i>Official Languages Act</i> <ul style="list-style-type: none"> Recognizes that change can be slow and perseveres without being discouraged; Develops a long-term vision and steadily implements it. 							
Demonstrates courage in taking corrective action to ensure that employees' rights are respected <ul style="list-style-type: none"> Represents employees to ensure their rights are respected; Shows boldness, creativity and initiative in the action taken to ensure that Part V of the <i>Official Languages Act</i> is respected; Is honest and transparent with managers and employees when they do not respect Part V of the <i>Official Languages Act</i>; Takes corrective action, when needed. 							
Shows sensitivity in dealing with language-of-work issues <ul style="list-style-type: none"> Recognizes potential conflicts related to language-of-work issues and handles them with discretion and tact; Is sensitive to cultural differences and to the connection between language and identity; Shows empathy and consideration when dealing with emotional issues regarding language of work; Is sensitive to sociocultural and other factors that influence the language of work and the language dynamic; Is able to distinguish between the personal opinions of some, while ensuring that the language rights of all are respected; Understands and analyzes his or her own language-of-work issues; Uses persuasion rather than coercion. 							
MANAGEMENT EXCELLENCE	1	2	3	4	5		
Ensures that communications with employees are bilingual and that the preferred official language of each individual is respected <ul style="list-style-type: none"> Ensures that all general interest e-mails are in both official languages; Ensures a good balance of official languages in staff presentations, general meetings, etc.; Ensures that all employees can communicate in the official language of their choice with personal and central services (human resources, safety, etc.). 							
Ensures that written documents are available in both official languages <ul style="list-style-type: none"> Anticipates translation needs and plans projects accordingly; Ensures that documents are translated professionally rather than relying on employees who speak that language; Makes documents available simultaneously in both official languages and ensures that they are of equal quality; Encourages employees to prepare documents in the official language of their choice; Anticipates translation costs while preparing the budget and regularly reviews them. 							
Ensures that employees have the required language skills <ul style="list-style-type: none"> Regularly re-evaluates the skill levels needed for supervisory positions; Determines with employees, during their performance assessment, whether they still have the language skills required for the position and discusses all the training and learning retention needs; Includes language training and learning retention in the training plan; Reminds employees, during performance assessments, of their responsibilities with respect to learning retention; Informs employees that proficiency in both official languages is an essential skill for access to supervisory positions; Encourages employees to anticipate their future language needs and helps them meet their objectives. 							
Provides training and learning retention opportunities <ul style="list-style-type: none"> Seeks innovative ways to ensure opportunities for training or learning retention (coaching, on-line courses, etc.) so that employees can integrate their training into their career path; Creates opportunities for discussion in the workplace (lunches in the second language, information sessions, etc.); Provides employees returning from language training with work tools (editing and translation software, etc.) that will help them use and maintain their second language. 							
Fosters harmony within the teams <ul style="list-style-type: none"> Creates opportunities for discussions on official languages and related cultures (lunch-and-learn sessions, etc.); Seeks to resolve conflicts as soon as they occur. 							
Holds bilingual meetings and encourages employees to participate <ul style="list-style-type: none"> Holds meetings in a bilingual format from start to finish; Encourages employees to speak in the official language of their choice; Ensures that all meeting documents are available in both official languages; Ensures that assistants can draft minutes and follow-ups in both official languages; Posts the protocol for bilingual meetings in the meeting rooms or elsewhere; Speaks in the other official language when the meeting is being held mostly in one language; Ensures that employees understand what is required to hold a bilingual meeting: as needed, distributes the protocol on holding bilingual meetings to employees and encourages them to use it; Periodically assesses respect for official languages during meetings and reminds individuals of the procedures to follow; Provides training on holding bilingual meetings, as needed. 							
Ensures that training and work tools are available in both official languages <ul style="list-style-type: none"> Checks the preferences of employees as soon as they arrive and informs them of their right to have tools (software, manuals, etc.) and training in the official language of their choice; Regularly checks that employees' needs have been met. 							