

9. The KSA to maximize consonance between nonverbal and verbal messages, and to recognize and interpret the nonverbal messages of others.
10. The KSA to engage in ritual greetings and small talk, and recognition of their importance.

## **II. Self-Management KSAs**

### **D. Goal Setting and Performance Management KSAs**

11. The KSA to help establish specific, challenging, and accepted team goals.
12. The KSA to monitor, evaluate, and provide feedback on both overall team performance and individual team member performance.

### **E. Planning and Task Coordination KSAs**

13. The KSA to coordinate and synchronize activities, information, and task interdependencies between team members.
14. The KSA to help establish task and role expectations of individual team members, and to ensure proper balancing of workload in the team.

Stevens & Campion study (1994: 519) presented example items from the teamwork KSA Test.

The test has 35 multiple-choice items that describe possible team situations, and participants are asked to indicate how they would behave in each case (Leach et.al, 2005). In addition, Nelson (2003) indicated that teamwork KSA test is used to help