

Core Competencies

Employee		Supervisor/Manager		Executive	
Customer Service	The ability to accurately identify and determine customer needs and take appropriate actions or steps to address identified needs.	Leadership	The ability to inspire, motivate and influence others to achieve individual and collective goals.	Boundaryless Perspective	The ability to see a broad view of an issue or challenge across typical organizational lines and beyond the present.
Cultural Competence	The ability to recognize, value and include different perspectives, experiences, approaches, and cultures in achieving organizational goals.	Decision Making	The ability to make sound decisions in a timely manner that solve issues and stand the test of time.	Purpose and Vision	The ability to create, convey, and instill a unified vision and purpose.
Dependable & Trustworthy	The ability to gain and maintain the trust and confidence of others and the organization through consistency and reliability.	Planning Priorities	The ability to recognize, plan, focus upon, and work toward what is important or critical.	Strategic Thinking	The ability to see past the moment and adapt to a rapidly changing environment.
Effective Communication	The ability to give, receive, or share thoughts, ideas, perspective, and data to create a shared understanding.	Employee Development	The ability to recognize strengths and areas for improvement in others and to provide opportunities, guidance, and encouragement to build skills and capacity.	Achieve Results	The ability to achieve organizational goals and objectives.
Problem Solving	The ability to accurately identify and determine customer needs and take appropriate actions or steps to address identified needs.	Conflict Management	The ability to recognize, manage, and resolve conflict efficiently and equitably.	Politically Savvy	The ability to navigate relationships involving complex, emotional, and/or value-based issues in order to influence and achieve positive results.