



Core Competencies

2.0.0

BISHESH ⓘ 2022-04-07

Survey Summary

14 / 18	Communication
8 / 12	Emotional Intelligence
7 / 9	Coachability
9 / 12	Business Knowledge
13 / 18	Team Work
4 / 6	Time Management
9 / 12	Initiative
6 / 9	Development
8 / 9	Critical Thinking
78 / 105	Total

Communication

C1



Identifies Audience – Selects the correct audience to receive the message and tailors the message to that audience.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

C2

B

Applies Communication Skills – Uses basic communication skills (physiology, tone, and words) to deliver a message.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

C3

B

Achieves Communication Objectives – Ensures that communications and presentations are clear, concise, accurate, and objective. Filters the noise and highlights important information.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

C4

B

Identifies Method – Selects the appropriate method (face to face, phone call, e-mail, instant message, etc.) to deliver a message.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

C5

B

Listens Actively – Pays close attention to what is being said to effectively probe and clarify in the pursuit of understanding.

3 Expert-level. Fully autonomous and can deliver consistently with an exceptional degree of quality.

C6

B

Ensures Timely Responses – Delivers messages in a timely fashion; acts with a sense of urgency.

3 Expert-level. Fully autonomous and can deliver consistently with an exceptional degree of quality.

Emotional Intelligence

E1

B

Demonstrates Self-Awareness – Recognizes emotional transitions and identifies own emotions.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

E2

Aware of the Emotions of Others – Identifies and acknowledges the emotions of others.

B

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

E3**B**

Practices Self-Management – Accurately and appropriately expresses and controls own emotions.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

E4**B**

Builds Relationships – Guides the emotions of others and builds positive relationships.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

Coachability

O1**B**

Open to Feedback – Accepts feedback and engages in conversation for clarification and examples.

3 Expert-level. Fully autonomous and can deliver consistently with an exceptional degree of quality.

O2**B**

Seeks Feedback – Actively pursues reactive and proactive feedback.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

O3**B**

Implements Feedback – Identifies growth opportunities and applies feedback.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

Business Knowledge

B1

Understands Quicken Loans' Processes – Exhibits a working knowledge of the client experience for the mortgage process.

B

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

B2**B**

Recognizes Team's Domain – Recognizes their team's scope within the mortgage process.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

B3**B**

Understands Application Domains – Identifies the role and workflow of core applications used throughout the mortgage process.

3 Expert-level. Fully autonomous and can deliver consistently with an exceptional degree of quality.

B4**B**

Advocates for Quicken Loans and the Family of Companies – Represents the interests of Quicken Loans and the Family of Companies and ensures that a client-focused perspective is the touchstone for decision making.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

Team Work

T1**B**

Proactively Strives to Maintain High Team Performance – Anticipates opportunities and challenges that affect the team's performance and resolves roadblocks, communication, or other issues that can stand in the way of meeting expectations.

3 Expert-level. Fully autonomous and can deliver consistently with an exceptional degree of quality.

T2**B**

Operates Effectively on Teams – Uses technology and personal skills to overcome challenges to team effectiveness.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

T3

Resolves Conflicts – Recognizes and assists in resolving conflicts between team members.

B

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

T4

B

Collaborates on Tasks – Supports team members in tasks outside their own responsibilities.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

T5

B

Recognizes Team Members – Identifies and promotes the work of team members.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

T6

B

Communicates Experiences – Shares personal experiences to help guide team members to decisions.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

Time Management

M1

B

Prioritizes Schedule – Arranges schedule to focus on high impact tasks.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

M2

B

Effectively Manages Time – Efficiently schedules time to complete high impact tasks.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

Initiative

I1

Willing to Take the Conn – Accepts responsibility to lead and complete tasks. Develops vision and goals for a task.

B

3 Expert-level. Fully autonomous and can deliver consistently with an exceptional degree of quality.

I2

B

Recognizes Opportunities – Actively identifies and resolves potential problems and situations before they exist.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

I3

B

Takes Risks – Takes risks and learns from setbacks or failures.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

I4

B

Develops Best Practices – Creates and shares best practices, based on knowledge and experience, for their team or learning community.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

Development

D1

B

Stays Current within the Role – Engages and participates in continuous learning.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

D2

B

Sets and Achieves Goals – Sets and achieves challenging, but achievable goals, to develop skills that are specific, measurable, attainable, relevant, and time bound.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

D3

B

Shares Knowledge – Teaches other team members new knowledge, skills, or behaviors.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

Critical Thinking

R1

B

Displays Growth Mindset – Demonstrates forward thinking, re-conceptualizes challenges to explore alternative possibilities, and exploits opportunities to enhance or improve results.

3 Expert-level. Fully autonomous and can deliver consistently with an exceptional degree of quality.

R2

B

Crosses Disciplines to Frame or Address Challenges – Works outside of comfort zone and draws from multiple disciplines or models to create new approaches to problem solving.

2 Has production-level experience and deep hands-on knowledge. Can effectively share knowledge and assist others.

R3

B

Flexible in Problem Solving – Demonstrates an openness to doing what is right, even when it may not be their preferred way of doing things.

3 Expert-level. Fully autonomous and can deliver consistently with an exceptional degree of quality.