



# Syniverse 2012 Competencies



- Competencies are the attributes, characteristics, understanding and skills Syniverse employees should demonstrate in the everyday performance of our jobs.
- Sometimes Syniverse competencies provide areas for development.

# Leadership

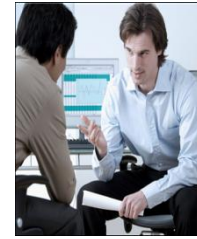
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**Global  
Mindset**



**Influencing  
& Inspiring**



**Managerial  
Courage**



**Business  
Acumen**



**Talent  
Management**



**Strategic  
Agility**

# Core

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**Customer  
Focus**



**Job  
Knowledge**



**Innovation,  
Creativity**



**Integrity,  
Ethics**



**Operational  
Excellence**

# Leadership

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## ● Global Mindset

- The ability to understand the impact of changes in global economies and collaborate and work across different functions and geographies. Grasps the intricacies of the different local markets in which we operate. Recognizes global socio-political and economic dynamics and their future impact on people, resources, and processes of the organization. Works respectfully in multicultural environments and realizes that cultural diversity makes Syniverse stronger and better able to compete globally.

## ● Influencing & Inspiring

- Influences others to accomplish objectives and directs his/her group in a positive, proactive way, applying leadership attributes, beliefs, values, ethics, character, knowledge, and skills; makes followers want to achieve high goals and expend discretionary effort. Communicates in a clear, concise, consistent and timely manner.

## ● Managerial Courage

- Tactfully dispenses direct and actionable feedback; is open and direct with others without being intimidating; deals head-on with people problems and prickly situations. Successfully mediates conflict between individuals and groups; Is cool under pressure and does not become defensive or irritated; is considered mature and can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked and is a settling influence in a crisis.



# Leadership (continued)

## ● Business Acumen

- Possesses a keen understanding of what it takes for the business to make money. This includes financial literacy with business literacy recognizing how strategies and decisions impact the business. Possesses a deep understanding of markets, competitors, and customers. Understands and utilizes economic, financial, industry and competitive data to accurately diagnose business strengths and weaknesses, identify key issues, and develop and implement strategies/plans.

## ● Talent Management

- Attracts and integrates highly skilled workers and develops and retains current workers to meet current and future business objectives. Sets clear goals and expectations for staff; follows progress against goals; provides regular feedback; addresses performance issues promptly; fosters learning and development; provides public recognition of staff accomplishments. Is a good judge of talent; accurately projects what people are likely to do across a variety of situations; hires the best people available from inside or outside; assembles and builds talented teams and grows people in their jobs. Deploys retention strategies for key individuals. Engages employees.

## ● Strategic Agility

- Sees ahead clearly, anticipates future consequences and trends accurately, has broad knowledge and perspective; is future oriented, articulately paints credible pictures and visions of possibilities and likelihoods, and creates competitive and breakthrough strategies and plans. Ability to continuously adjust and adapt strategic direction as a function of strategic ambitions and changing circumstances and create not just new products, services and solutions but also new business models and innovative ways to create value for the company.

# Core

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## ● Customer Focus

- Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, and solicits opinions and ideas from customers. Responds to internal customers as well.

## ● Job Knowledge

- Understands duties and responsibilities and has necessary job knowledge. Has necessary technical skills, understands company mission/values, keeps job knowledge current and is in command of critical issues.

## ● Innovation/Creativity

- Generates new ideas, challenges the status quo, takes risks, supports change, encourages innovation and solves problems creatively.

## ● Integrity/Ethics

- Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, supports company values and conveys good news and bad.



# Core (continued)

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## ● Operational Excellence

- Consistent, dependable, efficient and meets commitments. Produces high quality work and focuses on continuous improvement. Pursues everything with energy, drive, and a need to finish. Does not give up before finishing, even in the face of resistance or setbacks; steadfastly pushes self and others for results. Holds self and others accountable for measurable high-quality, timely, and cost-effective outcomes. Accepts responsibility for mistakes and is a group player who understands responsibilities towards his/her team.





**End**