

Behavioral Competencies

Behavioral competencies encompass knowledge, skills, attitudes, and actions that distinguish excellent performers. The following behavioral competencies should be considered during performance review discussions. Other competencies, which are specific to your unit's strategic plan or the employee's development plan, may also be used.

Organizational Success	<ul style="list-style-type: none"> ▪ Teamwork/Cooperation (within and across units) ▪ Customer Orientation ▪ Commitment to Continuous Quality/Process Improvement ▪ Creativity/Innovation 	<ul style="list-style-type: none"> ▪ Flexibility/Adaptability to Change ▪ Continuous Learning/Development ▪ Displays Vision ▪ Leadership/Initiative
Making People Matter	<ul style="list-style-type: none"> ▪ Respect for Others ▪ Interpersonal Skills ▪ Supports Diversity and Understands Related Issues ▪ Honesty/Fairness ▪ Builds Trust 	<ul style="list-style-type: none"> ▪ Recognizes Others' Achievements ▪ Understands Others' Perspectives ▪ Resolves Conflicts Constructively ▪ Positive Attitude
Job Effectiveness	<ul style="list-style-type: none"> ▪ Planning/Organization ▪ Problem Solving/Judgment ▪ Makes Effective Decisions ▪ Takes Responsibility ▪ Achieves Results 	<ul style="list-style-type: none"> ▪ Communicates Effectively ▪ Dependability/Attendance ▪ Job/Organizational Knowledge ▪ Productivity

Additional Factors for Supervisors

- Coaches/Counsels/Evaluates Staff
- Identifies Areas for and Supports Employee Development Opportunities
- Encourages Teamwork and Group Achievement
- Leads Change/Achieves Support of Objectives
- Enables and Empowers Staff
- Strives to Achieve Diverse Staff at all Levels
- Understands Diversity Issues and Creates Supportive Environment for Diverse Employees