



# Competencies

## Collaboration, Communication, and Dependability

### Performance Indicators May Include:

- **Active Listening:** Demonstrates a commitment to truly understanding others by actively listening, asking questions for clarification, and providing feedback to ensure clear comprehension.
- **Clear and Concise Communication:** Articulates thoughts, ideas, and information clearly and concisely, adapting communication style to the audience and choosing appropriate channels for effective message delivery.
- **Cohesion:** Fosters a positive working environment. Effectively addresses disagreements and conflicts, striving to find mutually beneficial solutions while maintaining respect and professionalism.
- **Dependability :** Consistently meets deadlines and fulfills commitments and adapts to changes in priorities while maintaining a high level of productivity.
- **Information Sharing:** Actively shares relevant information, resources, and feedback with team members to facilitate their work and decision-making.
- **Interpersonal Skills:** Displays empathy, respect, and emotional intelligence when interacting with colleagues, clients, or stakeholders, contributing to positive

relationships in the workplace.

- **Judgment:** Acts with integrity and earns the trust of colleagues through reliability.
- **Reliability and Attendance:** Consistently present for work as scheduled and follows appropriate procedures for requesting time off. Reliably present for important projects, tasks, and events.
- **Team Collaboration:** Works collaboratively with colleagues, valuing diverse perspectives, contributing to group goals, and resolving conflicts constructively to enhance team cohesion.

## **Empowerment, Initiative, and Job**

### **Knowledge**

#### **Performance Indicators May Include:**

- **Adaptability:** The employee readily adjusts to changing circumstances, embraces new responsibilities, and maintains a positive attitude even in challenging situations.
- **Adherence to Best Practices:** The employee demonstrates knowledge of and adherence to industry best practices and relevant regulations, contributing to the organization's compliance and success.
- **Continuous Learning:** The employee actively seeks opportunities for professional development and demonstrates a commitment to staying up-to-date in their field.
- **Encouragement of Others:** Encourages and supports colleagues in taking initiative and becoming more self-empowered.
- **Initiative and Proactivity:** The employee frequently takes initiative to improve

processes, solve problems, and contribute to the overall success of the organization.

The employee effectively addresses and resolves job-related challenges, leading to improved processes or outcomes.

- **Ownership:** Takes responsibility for tasks and projects, acknowledging accountability for their success or failure.
- **Resourcefulness:** Seeks out new information, tools, or methods to enhance job performance and achieve better results.
- **Self-Motivation:** Demonstrates a strong work ethic and drive to accomplish tasks without constant supervision.
- **Timely and Accurate Task Completion:** Tasks and projects are consistently completed within established deadlines, and deadlines are rarely missed. The employee consistently produces work that is free from errors, omissions, and inaccuracies.

## **Inclusion, Compassion, and Customer Service**

### **Performance Indicators May Include:**

- **Conflict Resolution and Sensitivity:** Resolves conflicts and disputes with sensitivity and compassion, fostering a positive and respectful resolution for all parties involved.
  - **Continuous Improvement:** Demonstrates a customer-centric approach in all interactions. Actively seeks opportunities to enhance the customer experience, whether through process improvements or additional training.
  - **Embracing Diversity:** Demonstrates an understanding of the value of diversity and
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actively encourages diverse perspectives, backgrounds, and experiences within the team and the organization.

- **Empathy and Active Listening:** Shows genuine empathy toward colleagues, actively listening to their concerns, experiences, and needs, and demonstrating a willingness to understand and provide support.

- **Encouraging Equity:** Actively advocates for initiatives and practices that promote diversity, equity, and inclusion within the organization.

- **Inclusive Language and Communication:** Utilizes language and communication that is inclusive and respectful of all individuals, ensuring that no one feels marginalized or excluded.

- **Proactive:** Anticipates and meets customer needs efficiently and effectively. Resolves customer issues promptly and satisfactorily.

- **Supportive Leadership:** Supports and champions the well-being and professional growth of colleagues, creating an environment where everyone can thrive.

*Last Modified: 05/10/2024*

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