



LEADERSHIP COMPETENCIES

1. **Adaptability/Flexibility** Is effective in working with diverse environments, new opportunities, job responsibilities, processes and people.
2. **Customer Focus** Listens to and understands the customer (both internal and external); anticipates customer needs and gives high priority to customer satisfaction at the least cost.
3. **Expertise/Proficiency** has achieved an effective level of expertise/proficiency in job-related areas; keeps abreast of current developments and trends; utilizes technology to enable a competitive advantage.
4. **Leadership** Effectively utilizes appropriate interpersonal styles and methods in guiding self, other individuals or groups toward task accomplishment.
5. **Problem Solving** Develops/implements innovative and effective courses of action based on logical assumptions and factual information and takes into consideration available resources, constraints and organizational values.
6. **Teamwork** Actively participates in, contributes to, and facilitates team effectiveness; respects the viewpoints and needs of others.
7. **Resource Management** Considers resources availability in action plans. Cost conscious, looks for innovative ways to control costs. Effectively utilizes available resources.
8. **Continuous Improvement** Continuously seeks to gain knowledge, skill and experience to grow and develop while also encouraging others to do so. Establishes aggressive performance goals, looks for opportunities to initiate value adding changes.
9. **Business Acumen** Has working knowledge of the environment in which a business operates and identifying organizational opportunities and threats; knows how business processes work and relate to each other; knows the economic impact of business decisions; recognizes the role of change in terms of gaining competitive advantage.
10. **Commitment to Action** Focuses on achieving results and persisting in the face of obstacles.
11. **Communication** Builds trust and self-confidence through respectful ongoing communication; demonstrates the ability to influence others through clear, concise presentation of information in both written and oral form.
12. **Development** Recognizes and acts on the developmental needs of others; empowers others to make decisions, delegates effectively; coaches and counsels others.
13. **Entrepreneurialism** Treats the business as if he or she owned it. Attempts to look at the long-term value of the business, not just short-term profit.