

COMPETENCY MODEL

Driving for Results	Challenging, pushing the organization and themselves to excel and achieve.
Customer Focus	Anticipating customers' needs and designing, promoting or supporting the delivery of products and services that exceed customers' expectations.
Influencing and Persuading others	Convincing others to adopt a course of action by Identifying the needs and working toward mutually beneficial agreements.
Innovation and Change management	Generating novel and creative solutions to problems that will result in improved performance, better outcomes, higher productivity and takes action to support / implement change initiatives effectively.
Team Leadership	Leading others to accomplish team goals and objectives.
Relationship Management	Developing and maintaining positive relationships with individuals outside their work group.
Conflict Management	Managing conflict between people and effectively resolving sensitive issues.
Interpersonal Communication	Communicating clearly and effectively with people inside and outside of the organization.
Written Communication	Having the skills to communicate to others in a written format.
Presentation Skills	Having the skills to effectively communicate to an audience in formal setting