

Skills Competency Survey

MANAGEMENT BASICS

<u>Competency</u>	<u>Definition</u>	<u>Importance</u>
Planning	Outlines actions needed to carry out major job responsibilities	Low Med High
Organizing	Assembles and directs resources	Low Med High
Leading	Gets subordinates to willingly accomplish assigned tasks	Low Med High
Controlling	Effectively coordinates organizational processes to reach goals and objectives	Low Med High

PROFESSIONAL SKILLS

<u>Competency</u>	<u>Definition</u>	<u>Importance</u>
Communications	Effective in interactions with subordinates in fulfillment of job responsibilities	Low Med High
Decision Making	Selects the best alternative from multiple solutions	Low Med High
Problem Solving	Identifies the real problem, its root cause and gathering the necessary information to solve it	Low Med High
Delegation	Effectively passes the execution authority to another while maintaining responsibility and control	Low Med High

INTERPERSONAL SKILLS

<u>Competency</u>	<u>Definition</u>	<u>Importance</u>
Listening	Receives & correctly interprets another's oral communication	Low Med High
Negotiating	Efficiently & effectively arriving at a acceptable decision mutually	Low Med High
Coaching	Working with an individual to improve job performance and skills	Low Med High
Conflict Resolution	Reduces tension between two or more people and arrives at a mutually satisfactory conclusion	Low Med High

PERSONAL ATTRIBUTES

Competency	Definition	Importance
Image/Demeanor	Projects a positive professional presence	Low Med High
Initiative	Converts original and/or planned thoughts into actions	Low Med High
Flexibility	Demonstrates the ability to adjust or adapt to changing conditions	Low Med High
Stress Tolerance	Maintains focus and stability under adverse conditions	Low Med High
Self-Improvement	Pursues ways to improve performance & professional skills	Low Med High
Critical Thinking	Makes decisions based on facts derived by experiences, rationalization, examination and other methods	Low Med High
Accountability	Accepts ownership for actions taken	Low Med High

BUSINESS SKILLS

Competency	Definition	Importance
Industry knowledge	Possesses the essential technical attributes and skills to consistently discharge and effectively fulfill job requirements	Low Med High
Business acumen	Exhibits keen insight, an in depth knowledge of business philosophies, company goals/ objectives and functional interactions	Low Med High
Business judgment	Demonstrates the quality of logically weighing business facts and possible solutions to arrive at a sound business decision.	Low Med High
Writing	Demonstrates the ability to write informative, persuasive and responsive written communications such as letters, emails, faxes, press releases, newsletters, advertisements, reports and proposals.	Low Med High
Public Speaking	Demonstrates the ability to speak to a group of people in a structured and deliberate manner intended to inform, influence, or entertain the listeners.	Low Med High
Leadership Traits	Displays moral and professional character traits that inspire confidence and trust in daily interaction with peers, subordinate, and customers	Low Med High
Self-management	Being able to manage your own emotions and be resilient in a range of complex and demanding situations	Low Med High