Being Flexible and Adaptable
Operates effectively, even when things are not clear. Adapts approach and demeanor to match the shifting demands of different situations.

Uses a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.

Management Competencies

Making Complex Decisions
Makes sense of complex, and sometimes contradictory information, to effectively solve problems. Makes good and timely decisions to keep information moving forward.

Focusing on Performance
Holds self and others accountable to commitments. Consistently achieves results, even under tough circumstances. Takes on new opportunities and challenges with a sense of urgency and enthusiasm.

Building Collaborative Relationships
Handles conflicts effectively, with a minimum of noise. Relates openly and comfortably with diverse groups of people. Motivates people to do their best.

Optimizing Diverse Talent
Attracts and selects the best talent to meet current and future business needs. Develops talent to meet both their career and the organization’s goals. Recognizes the value of different perspectives and cultures. Builds effective teams who apply their diverse skills and perspectives to achieve common goals.

Employee Competencies

Customer Focus
Builds strong customer relationships and delivers customer-centric solutions.

Collaborates
Builds partnerships and works collaboratively with others to meet shared objectives.

Communicates Effectively
Develops and delivers communications that provide a clear understanding of the unique needs of audiences.

Optimizes Work Processes
Seeks the most effective and efficient processes to get things done with a focus on continuous improvement.

Open & Authentic
Shines courage by stepping up to address difficult issues, saying what needs to be said. Instills trust by gaining confidence and trust through honesty, integrity and authenticity. Exhibits self-development by seeking ways to grow and be challenged using both formal and informal development channels.

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Senior Leader/Executive Competencies

Understanding the Business
Applies insights and knowledge of our business and the marketplace to advance the organization’s goals. Has financial acumen and applies understanding of key financial indicators to make better business decisions.

Balances Stakeholders
Anticipates and balances the needs of multiple stakeholders.

Cultivates Innovation
Creates new ways to promote the organization’s success.

Strategic Mindset
Thinks ahead to future possibilities and uses that foresight to create breakthrough strategies.

Drives Vision and Purpose
Motivates others to action by painting a compelling picture of our vision and strategy.

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Collaborates
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