

Sample Definitions of competencies



1. Decisiveness

The ability to make timely, clear, and effective decisions, even under uncertainty or pressure. A decisive leader assesses information quickly, weighs options, and commits to a course of action without excessive delay.

2. Influencing Up and Down (Achieves Results and Collaborator)

The skill to positively impact and align both senior leaders and junior team members to achieve shared goals. This involves building trust, communicating persuasively, and adjusting style to different audiences, while maintaining a collaborative approach to results.

3. Delegating

The capacity to assign tasks and responsibilities to others appropriately, along with the necessary authority and clarity. Effective delegation involves trusting others to deliver while maintaining oversight.

4. Following Up on Tasks

Demonstrates reliability in tracking progress and ensuring that delegated or promised tasks are completed. This includes setting reminders, checking in appropriately, and holding others accountable without micromanaging.

5. Executing / Getting Results

The consistent ability to deliver outcomes and complete projects effectively and efficiently. This includes planning, prioritizing, overcoming obstacles, and meeting or exceeding expectations.

6. Asking for and Listening to Help, Advice, and Opinion

Shows openness and humility by actively seeking input from others and genuinely considering their perspectives. Listening is active and respectful, and feedback is used constructively.

7. Communicating Internally / Managing Internal Relationships

Effectively exchanges information and maintains healthy, professional relationships within the organization. This includes clarity, transparency, approachability, and responsiveness in communication.

8. Communicating Externally / Managing External Relationships

Represents the organization well to external stakeholders, including clients, partners, and the public. Maintains professionalism, builds rapport, and manages expectations and reputations thoughtfully.



Sample Definitions of competencies



9. Managing Their Emotions

Maintains self-awareness and self-regulation under stress, pressure, or conflict. Responds rather than reacts, and models composure and resilience to others.

10. Recognising, Understanding, and Managing Other People's Emotions

Shows empathy and emotional intelligence in interactions with others. Accurately reads emotional cues, validates others' experiences, and responds appropriately to support or motivate them.

11. Accountability (Follow Through on Promises; Responsibility for Results)

Owens their actions, decisions, and outcomes. Keeps commitments, acknowledges mistakes, and takes corrective action without blaming others.

12. Adaptability

Responds flexibly and positively to change, uncertainty, or new demands. Can shift priorities, adjust plans, and remain effective in dynamic environments.

13. Developing Others

Invests time and effort into supporting others' growth through coaching, feedback, opportunities, and encouragement. Recognizes potential and actively helps individuals improve their skills and confidence.

