

Outreach and Recruitment

Sample List of Core Competencies for Success

There are a host of Core Competencies that businesses and organizations can use to define what is required to be successful within their organization. The list below is a list of some of the most frequently sought after competencies. When considering role/job specific knowledge and skills, list only what is required to perform the tasks and responsibilities that you are seeking presently or for the near future. A demonstrated ability to quickly learn, and apply new information will go a long way to ensuring the new hire can continue to contribute as changes in demand occur within your industry.

- **Integrity and Accountability:** Personal commitment to the values of the organization by obtaining the knowledge and skills required to be held accountable to the organizations standards of respectful, ethical behavior and professionalism in one's interaction with others.
 - **Indicators:** Builds Trusting Relationships, Proactive, Commitments, Ownership, Professional, Organization, Time management and Planning.
- **Communication:** Actively listen and share relevant information verbally and in writing across a range of technologies, in a way that builds trust, respect and credibility. Ensure that messages are conveyed in a clear, concise manner and are received and understood by the target audience.
 - **Indicators:** Customized Presentation for Medium & Audience, Active Listening, Organized Thought and Understanding, Documentation and Follow-up
- **Decision Making & Problem Solving:** Interpreting, linking and continuously processing information to understand issues and produce creative solutions that could be broadly applied. Identifying cause and effect relationships, weighing alternative solutions against established organization practices to arrive at reasonable decisions.
 - **Indicators:** Decision Making, Creative Thinking, Problem Solving, Systems Thinking
- **Teamwork & Interpersonal Relationships:** Treats others with courtesy, sensitivity and respect; considers and responds appropriately to the needs and feelings of others. Works to build and maintain friendly, constructive, collaborative and effective relationships. Relates well to people in all their diversity and builds appropriate rapport with both internal and external contacts.
 - **Indicators:** Fosters Teamwork, Values Common Goals, Effective Relationships, Supports Core Values
- **Customer Service Excellence:** Demonstrated belief in serving others at a level that exceeds their expectations by identifying and responding to their needs while respecting the individual's dignity and values.
 - **Indicators:** Delivery Standards, Problem Solving & Responding to Feedback, Product/Service Knowledge & Understanding, Accessible & Timely, Respectful, Commitment to Quality Service/Continuous Improvement
- **Continuous Improvement:** Supports a learning culture and is committed to personal growth and program development that exceeds the goals of the organization and consistently meets high quality standards. Adapting to changing situations and meeting new challenges through proactive innovative thinking.
 - **Indicators:** Performance Standards, Results Oriented, Commitment to Learning/Professional Development
- **Commitment to IDEAS:** Supports inclusion, diversity, equity and access in daily interactions. Contributes to a welcoming and inclusive work environment by treating all persons with kindness and respect and demonstrates a willingness to uncover personal blind spots and address systemic barriers to the full participation of all.
 - **Indicators:** Terms and Definitions, Bias Insight, Metrics, Results

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Role/Job-Specific Knowledge Competency: Demonstrated ability to apply knowledge and skills required to perform the daily, weekly, monthly and annual key responsibilities, tasks, activities and special projects as outline in their designated role/job description.

- **Indicators:** Legislation, Policies/Procedures & Operational Practices, Technology, Documentation, Financial....as identified for a specific role.

Note: [Check out list of 95 competencies](https://upscalinglife.com) at upscalinglife.com