Personal Competencies

Competency	*Definition*
Integrity and Ethics	Acting with demonstrable fairness, integrity and consistency in work related activities. ▪ Shows consistency between work and actions and consistently endeavours to deliver on agreed commitments. ▪ Is trustworthy, keeps confidences and is tactful when dealing with sensitive social, organisation and professional matters. ▪ Has a demonstrable commitment to sound business ethics. ▪ Accepts responsibility for own mistakes and does not seek to blame others.
Interpersonal Skills	Dealing effectively with other people by exercising awareness and sensitivity. ▪ Adopts own style to deal with different types of people. ▪ Empathises with others and shows an awareness of the pressures of the organisation/situation within which they are working. ▪ Can deal effectively with difficult conversations where the other party/parties are angry and upset and/or when sensitive issues are being covered. ▪ Displays warmth and is perceived by others as genuine.
Influencing others	Arousing interest and drive in others and using a range of approaches to influence them to achieve objectives. ▪ Adapts own influencing styles to suit other people and situations. ▪ Persuasively presents arguments and is able to argue own case. ▪ Influences others to obtain acceptance, agreement or behavioural change. ▪ Is sensitive to the interests and concerns of others.
Problem Solving	Identifying and defining problems and applying problem solving skills and techniques to generate solutions that minimise risk and maximise benefit. ▪ Can use a range of problem-solving strategies to resolve complex issues, identifying potential obstacles, resistance and resources. ▪ Establishes the root cause of problems and is not unduly influenced by symptoms. ▪ Systematically gathers all available relevant facts and information. ▪ Involves others in problem solving processes and responds constructively to alternative ideas.
Communication	Communicating orally and in writing to individuals and groups, including in training sessions. ▪ Listens actively, asks searching questions, clarifies points and probes in order to gain a full understanding of issues and needs. ▪ Communicates well with different audiences in order to present findings and judgements clearly, both orally and in written form. ▪ Explains complex matters clearly and concisely and checks what has been understood by audience. ▪ Uses positive body language and adopts an appropriate communication style when dealing with others.