

ORGANIZATIONAL COMPETENCY DEFINITIONS

ORGANIZATIONAL COMPETENCY #1 Advancing the Mission

Definition: Demonstrates ability to operate effectively in a manner consistent with the University of Michigan mission and culture; demonstrates understanding of the unique issues related to higher education.

ORGANIZATIONAL COMPETENCY#2 Building Relationships/Interpersonal Skills

Definition: Values organizational diversity; treats others with respect; promotes cooperation; effectively manages relationships.

ORGANIZATIONAL COMPETENCY#3 Creative Problem Solving/Strategic Thinking

Definition: Develops and creates ideas, processes and approaches that shape the future; takes risks and makes decisions based on facts; uses analysis and critical thinking skills to solve problems; ensures that decisions are aligned with articulated strategic directions of management.

ORGANIZATIONAL COMPETENCY#4 Communication

Definition: Demonstrates effective verbal, written, listening, and presentation communication skills.

ORGANIZATIONAL COMPETENCY #5 Development of Self and Others

Definition: Seeks opportunities to learn and to develop themselves and others; applies new skills/knowledge needed to add value to the performance of the organization; sets developmental goals for self and others; seeks performance feedback.

ORGANIZATIONAL COMPETENCY#6 Leadership/Achievement Orientation

Definition: Influences others to accomplish the mission in ways consistent with the values of the organization; Holds self (and others) accountable to meet goals and objectives; accomplishes desired outcomes; sets an example of integrity and ethics through demonstrated performance.

ORGANIZATIONAL COMPETENCY #7 Quality Service

Definition: Strives to meet the expectations of internal and external customers; demonstrates skill and knowledge specific to serving others.