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.