

# **WILLAMETTE COMPETENCY LIBRARY**

## **Accountability**

Accountability looks at the extent to which an individual is willing to accept responsibility. This competency asks the question “How do you look at responsibility for your work?”

## **Accurate**

Accuracy looks at the extent to which an individual’s work is correct and error free within company policies and guidelines. This competency asks the question “How well do you perform your work, and check the quality of the work before passing it along?”

## **Adaptability**

Adaptability looks at the extent to which an individual can fit into a changing working environment. This competency asks the question “How readily can you adapt your way of working or thinking in response to changing workplace conditions?”

## **Ambition**

Ambition looks at the extent to which an individual demonstrates drive and initiative in seeking personal advancement or recognition. This competency asks the question “How eager are you to push your work limits and broaden your skills base?”

## **Analytical Skills**

Analytical skills looks at the ability of the individual to gather raw data and to process that data into a meaningful form. This competency asks the question “How well can you work with information and raw data and develop from that information meaningful conclusions?”

## **Assertiveness**

Assertiveness looks at whether the individual is self-confident and can support and defend decisions. Assertiveness is a communication style that a person can use to facilitate the completion of a work assignment. This competency asks the question “How well do you stand up for your decisions and actions once they have been made or taken?”

## **Autonomy**

Autonomy looks at the ability of the individual to complete assigned tasks with little oversight. This competency asks the question “How self-directed are you in completing your work?”

## **Business Acumen**

Business acumen looks at the ability of the individual to understand and discriminate between various business related topics and issues. This includes insight into, and understanding of, specialized business concepts. This competency asks the question “How well do you comprehend the larger issues surrounding a business?”

### Communication, Oral

Oral Communication skills looks at the extent to which an individual communicates with economy and clarity, actively engaging in conversations in order to clearly understand others' message and intent, and receives and processes feedback. This competency asks the question "How well do you send verbal messages and listen to people's responses in order to convey information?"

### Communication, Written

Written communication skills looks at the extent to which an individual writes concise, clear letters, reports, articles, or e-mails, including proofing and editing. This competency asks the question "How well do you write, edit, and proof written materials?"

### Competitive

Competitiveness looks at the willingness of the individual to compare their results against the results of others; a desire to "get ahead." Competitiveness is a trait that is better suited for some positions, but may not be sought for other positions. This competency asks the question "Do you see yourself in competition with your co-workers, or as a member of a team striving for a goal?"

### Conceptual Thinking

Conceptual thinking is the ability to understand a situation or problem by identifying patterns or connections between ideas or situations that are not obviously related; to recognize and organize the parts of an issue in a systematic way; and to frame new ideas and courses of action. This competency asks the question "How well do you recognize the common factors in new situations and apply previously successful approaches to those situations?"

### Consensus Building

Consensus building looks at the willingness or ability of the individual to interact with others resulting in group solidarity or an agreement or solution. This competency asks the question "How well do you work with others in order to agree on a common goal?"

### Creative

Creative skills looks at the ability of the individual to think in ways that produce something new or which lead to novel ideas. This competency asks the question "How well do you find connections among unrelated data and information?"

### Customer Oriented

Customer orientation implies a desire to serve both external and internal clients by focusing effort on meeting the clients needs, understanding their concerns, and seeking to build trust. This competency asks the question "How well do you understand the viewpoint and objectives of the client and attempt to build and maintain long-term relationships with the client?"

### Decision Making

Decision making skills look at the ability of the individual to select an effective course of action while controlling resources and expenditures. This competency asks the question “How well do you evaluate information and decide on an appropriate course of action?”

### Detail Oriented

Detail orientation looks at the ability of the individual to pay meticulous attention to all aspects of a situation or task, no matter how small or seemingly unimportant. This competency asks the question “How well do you understand and work with the ‘nuts and bolts’ of a task?”

### Diversity Oriented

Diversity orientation looks at the ability of the individual to support the University diversity value of "striving to reflect the diversity of our world" in their behaviors, communications and other interactions. This competency asks the question “How readily do you demonstrate your support for this value?”

### Empathetic

Empathy looks at the ability of the individual to identify with or be sensitive to the feelings and experiences of others. This competency asks the question “How well do you look at things from another’s point of view?”

### Energetic

Energy looks at how much force or stamina the individual can bring to the position. This competency asks the question “How much vigor or stamina do you have?”

### Enthusiastic

Enthusiasm looks at the eagerness or sense of excitement the individual brings to the position. This competency asks the question “How eagerly do you approach new tasks or challenges?”

### Ethical

Ethics looks at the ability of the individual to be guided by the company’s accepted principles of moral conduct. This competency asks the question “How principled are you in your business and personal dealings?”

### \* Financial Affairs Division Competency

Team skills look at the ability of the individual to help ensure that team members are invested in team activities and decisions, and that the team works together to achieve a goal. This competency asks the question “How well do you work to build and maintain team cohesion?”

### \* Financial Affairs Core Competency - Value All People

Demonstrates through words and deeds that all people are valued and respected.

### Friendly

Friendliness looks at the ability of the individual to behave in a beneficial, amicable, or favorable manner toward someone. This competency asks the question “How pleasant and cheerful do you act toward others?”

### Goal Oriented

Goal orientation looks at the ability of the individual to act to ensure that they and others stay focused on the task objective and perform in accordance with clear expectations and goals. This competency asks the question “How focused on results are you?”

### Honesty / Integrity

Honesty and integrity looks at the ability of the individual to act in a fair and just manner, free from deception. This competency asks the question “How truthful and fair are you in your business dealings?”

### Initiative

Initiative looks at the ability of the individual to act and take steps to solve or settle an issue. This competency asks the question “How confident are you in making decisions on the basis of your own initiative?”

### Innovative

Innovation is the ability to go beyond the conventional, a willingness to try different solutions, and to encourage new ideas from employees and co-workers. This competency asks the question “How willing are you to “work outside the box”?”

### Interpersonal

Interpersonal skills look at the ability of the individual to develop and maintain relationships with others. This competency asks the question “How effectively do you relate with others?”

### Judgment

The skill of judgment looks at the ability of the individual to form sound opinions or make decisions by evaluating available information. This competency asks the question “How do you make decisions?”

### Leadership

Leadership skills looks at how well the individual motivates and guides others to ensure performance in accordance with clear expectations and goals. It involves attracting, supporting, developing, and retaining a talented and diverse workforce. This competency asks the question “How comfortable are you with making decisions and taking a leading role?”

### Loyal

Loyalty looks at the quality of feeling a duty to or showing alliance to the organization. This competency asks the question “How devoted are you?”

### Management Skills

Managerial skills look at the ability of the individual to achieve desired outcomes by setting goals and priorities that deliver results. This competency asks the question “How well can you achieve desired outcomes?”

### Motivation

Motivational skills looks at the ability of the individual to inspire and encourage others to reach a goal. This competency asks the question “How well do you inspire yourself and others?”

### Organized

Organizational skills looks at the ability of the individual to be structured and methodical in working skills. This competency asks the question “Is your working style neat and disciplined?”

### Patience

Patience looks at the ability of the individual to display good-natured tolerance of delay or adversity, or not being hasty when acting under strain. This competency asks the question “How well do you bear provocation, delays, or strain?”

### Persistence

Persistence looks at the ability of the individual to continue in a course of action in the face of adversity. This competency asks the question “How determined are you to complete a given task?”

### Persuasive

Persuasiveness looks at the ability of the individual to influence others toward some action or point of view; for example, recommending an innovative solution to a problem. This competency asks the question “How well do you present your ideas to sway others to your way of thinking?”

### Presentation Skills

Presentation skills looks at the ability of the individual to effectively present information to a group. This competency asks the question “How well do you present information in front of a group?”

### Problem Solving

Problem solving skills looks at the ability of the individual to recognize courses of action which can be taken to handle problems or potential problems, and applying contingency plans to solve those problems. This competency asks the question “How effectively can you think through an issue and develop a solution to a problem?”

### Project Management

Project management skills looks at the ability of the individual to demonstrate an understanding of planning, organizing, staffing, directing, and controlling work tasks. This competency asks the question “How well do you direct people and control deadlines to meet a specific goal?”

### Relationship Building

Relationship building looks at the ability of the individual to establish and maintain a good rapport and cooperative relationship with customers and co-workers. This competency asks the question “Can you work effectively with different types of people and build rapport and trust?”

### Reliability

Reliability looks at the ability of the individual to be dependable and trustworthy. This competency asks the question “Do you see yourself as someone that is dependable?”

### Resilient

Resilience looks at the ability of the individual to recover from or adjust to change or misfortune. This competency asks the question “How well do you bounce back from setbacks?”

### Responsible

Responsibility looks at the ability of the individual to be trustworthy or answerable for their conduct. This competency asks the question “How trustworthy and reliable are you?”

### Risk Taker

Risk taking looks at how well the individual balances calculated risks against potential returns. This competency asks the question “How easily do you stretch your comfort zone?”

### Self Confident

Self confidence looks at the individual’s belief in themselves and their abilities. This competency asks the question “How much faith do you have in your own abilities to perform a task?”

### Self Motivated

Self motivational skills looks at the ability of the individual to reach a goal or perform a task with little supervision or direction. This competency asks the question “How successful are you at providing your own incentives for success?”

### Stewardship

Looks at the ability of the person to effectively and responsibly utilize University resources, including use of time for which he/she is paid.

### Tactful

Tactfulness looks at the ability of the individual to show consideration and avoid giving offence in dealing with others. This competency asks the question “How thoughtful and diplomatic are you in dealing with others?”

### Team Building

Team Building skills look at the ability of the individual to help ensure that team members are invested in team activities and decisions, and that the team works together to achieve a goal. This competency asks the question “How well do you work to build and maintain team cohesion?”

### Technical Aptitude

Technical aptitude looks at the ability of the individual to relate to topics which require an understanding or specialized knowledge. This competency asks the question “How well do you understand complex issues and specialized information?”

### Tenacious

Tenacity looks at the willingness of the individual to adhere to a specific line of thought or action. This competency asks the question “How likely are you to commit to the completion of a job task?”

### Time Management

Time management skills looks at the ability of the individual to effectively utilize available time for the completion of necessary job tasks. This competency asks the question “How efficient and productive are you in the utilization of available working time?”

### Tolerance

Tolerance looks at the ability of the individual to show respect for the rights and opinions of others. This competency asks the question “How well can you work with others in the organization without being judgmental?”

### Working Under Pressure

Working under pressure looks at the ability of the individual to maintain composure when exposed to stress. This competency asks the question “How well do you handle stress in workplace situations?”