

# FindingPotential

General Competencies



Job Profiler & Interview Guide Creator



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Our sixteen general competencies are grouped into three core competency areas:

1. Relationship Management
2. Execution Focus
3. Personal Effectiveness.

## Relationship Management

The extent to which the individual is likely to take responsibility for their own actions, build effective networks and customer relationships, collaborate with others as well as looking to influence and persuade others.

### **Personal Leadership**

Takes responsibility for their own actions. Proactively takes on additional responsibilities and drives their own performance. Lives their own values, actively acknowledges and seeks feedback from others.

### **Effective Networking**

Interacts well with a wide range of people, building an effective network across the business. Uses their network to stimulate ideas and to help drive collective performance. Comfortable representing their own views whilst respecting others opinions.

### **Collaborative Working**

Looks to understand others' perspectives and objectives. Respects different styles/approaches, whilst adapting their own style to enable them to work effectively with others.

### **Customer Focus**

Builds effective customer relationships to ensure their needs and expectations are understood. Understands the importance of the customer to the business, seeking regular feedback whilst being prepared to say no when needed.

### **Influencing and Persuading**

Presents simple, impactful messages in a compelling manner. Changes their emphasis and approach to address resistance, focusing on the value their ideas will bring different stakeholders. Confidently negotiates effective outcome.

## Execution Focus

The extent to which an individual likes to analyse information and focus on the technical aspects of their work, as well as how likely they are to consider the bigger picture or come up with creative ideas. It also reflects their preferences for structuring and planning their work and their approach to making decisions.

### **Analytical Skills**

Breaks a problem down to its core elements. Draws on different data sources to inform their thinking, identifying the most pertinent issues within this. Incorporates the emotive elements of a situation into their thinking, before making sound inferences based on the available information.

### **Technical Capability**

Have the necessary knowledge, skills and proficiency to conduct their role. Demonstrates mastery in their area of technical capability. Stays up-to-date with advances in their field and commits to their continuous development.

### **Strategic Perspective**

Understands the wider context in which they operate, being quick to spot new opportunities. Has a clear view of the future needs for their part of the organisation, balancing immediate needs with longer-term requirements. Considers issues from an organisational as well as local perspective.

### **Innovation**

Willing to challenge existing mindsets and ways of operating, exploring alternative ways to address a problem. Generates a range of options and ideas, whilst building

### **Organisational Skills**

Establishes clear priorities and builds plans to ensure delivery on time. Works in a systematic manner and manages resources efficiently. Quickly adapts plans as circumstances require. Sees things through to completion.

### **Decision Making**

Ensures they understand the critical success factors, and assesses a range of possible options, before making a decision. Steps back and seeks alternative perspectives when faced with unfamiliar scenarios. Willing to make decisions without access to all the information. Considers the implications of their decisions beyond the immediate issue.

## Personal Effectiveness

How an individual tends to operate when faced with change, under pressure and in relation to their own development. It also reflects how goal driven an individual sees themselves and the emphasis they are likely to place on doing what has been committed to and investing in their own development.

### **Operating in Change**

Sees change as a normal part of their working life, readily taking on changing priorities and adapting their way of operating to meet changing demands. Able to operate within ambiguity, without clear guidelines or parameters.

### **Resilience**

Remains calm and maintains a positive attitude when faced with difficult circumstances. Thrives under pressure, remaining focused despite distractions. Quickly recovers from setbacks.

### **Dependability**

Conscientious and thorough in their approach to work, delivering what they promise to the necessary standard. Behaves in line with the organisation's values and ethical principles.

### **Drive for Results**

Strives for outstanding results, setting themselves high standards and being driven by targets. Pursues goals with energy, actively seeking opportunities to improve.

### **Personal Development**

Takes responsibility for their own development, setting clear goals in the process. Seeks out new development opportunities, learning from their successes and failures. Proactively asks others for their feedback.