

8 Competencies



Clear Communicator: The leader who is a clear communicator ensures that their message is clear for the different types of audiences with whom he or she is communicating. Some of the skills within this competency include active listening, feedback, verbal and non-verbal communication, written communication, using empathetic rather than sympathetic statements and presentation skills. Learning activities associated with this are designed to promote the exchange of ideas between organizational members.

Results Oriented: The leader who is results oriented is focused on outcomes and takes accountability for his or her actions as well as their team's. Some of the skills associated with this competency are project management, staffing and productivity, goal setting, strategic planning, fiscal management delegation, benchmarking and continuous improvement.

Future Focused: A future focused leader is one who is committed to progress. He or she fully understands the vision, strategic objectives and culture of the organization, and uses this perspective as a framework for influencing events and change to realize that vision. Some of the skills associated with this competency are: systems thinking change management, visioning, organizational development and strategic agility.

Exercises Sound and Consistent Judgment & Decisions: This competency addresses the need for a leader to consistently make decisions based on analyzing available information/data, and weighing that with ethical and organizational impact. Some of the skills included in this competency are: problem solving, decision-making, critical thinking, and data analysis.

People Developer: The competency of people developer focuses on the leader's primary function of developing the organization's membership through empowerment which fosters employee engagement. Some of the skills included in this competency you are: employee coaching, giving feedback, mentoring, professional development, and performance management.

Technological Awareness and Understanding: The leader with technological awareness is capable of interfacing with the organization's networks as appropriate to his or her function, is able to use UM's productivity software applications, and stays abreast of technology advances in his or her professional area. Skills for this competency include: email etiquette, implementation and mastery of industry specific applications, Microsoft Office Word, Excel, PowerPoint and Outlook basics and internet search applications.

Customer Focused: The customer-focused leader ensures that his or her unit or department's policies, procedures, and employees are aligned with the needs of the customer. Customer is defined as internal to the team, between units and the external visitor/guest of the organization. Skills associated with this competency include dealing with difficult people, continuous improvement, systems thinking, and setting standards for service.

Transformational Leadership style: The transformational leader is someone who is highly ethical with a clear vision of the future. He or she promotes employee engagement, motivates individuals and teams to higher levels of productivity, and uses influential rather than direct/coercive power to gain desired results. Some skills included in this competency are managing conflict, team building, promoting diversity, hiring and staffing, motivation, and networking.