LII Core Competency Definitions

MANAGER

INCREASE YOUR LII
STAR POWER

Customer Focus	• Addresses gaps in the workgroup's ability to meet emerging customer needs • Gathers customer satisfaction input on behalf of the team • Holds others accountable for meeting customer needs • Aligns business processes to work with those of customers
Decision Quality	• Holds others accountable for making sound decisions that comply with policies and standards • Is willing to make tough decisions and move them forward, even if they are unpopular • Strikes the right balance between accepting workable solutions and pushing for better alternatives • Synthesizes information, experience, and various inputs to determine the best course of action
Drives Results	• Pushes others to achieve results • Leads others to persist despite setbacks or obstacles • Fosters a sense of urgency in the team for reaching goals and meeting deadlines • Drives a track record of success for the team
Builds Effective Teams	• Coaches others on how to build effective teams • Communicates clear goals and roles to team members • Ensures that the team has the right mix of skills and leverages the strengths of individual members • Rewards team efforts and accomplishments
Communicates Effectively	• Adjusts communication content and style to the audience and a diverse set of stakeholders • Breaks down communication barriers between others • Encourages candid and open communication among groups • Practices active and attentive listening skills to verify understanding
Drives Engagement	• Empowers others with meaningful decision making and ownership • Ensures that all team members are motivated to work toward common goals • Celebrates the team's successes along the way • Provides praise, recognition, and rewards for strong performance
Situational Adaptability	• Adapts or shifts priorities in response to the needs of clients, constituents, or the organization • Helps the workgroup adapt approach to new situations • Knows when to shift approach and when to stay the course in the face of changing demands • Sets an example of adaptability
Instills Trust	• Demonstrates consistency between words and actions, gaining others' trust • Models reliability and ensures that the team meets its commitments • Maintains honesty and authenticity and encourages others to do the same • Is trusted to represent or protect the interests of others fairly

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