## LII Core Competency Definitions

# SUPERVISOR

INCREASE YOUR LII
STAR POWER

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|---|---|
| **Customer Focus** | • Searches for ways to improve customer service<br>• Follows up with customers to ensure problems are solved<br>• Independently anticipates and meets customer needs<br>• Internalizes customer feedback and provides innovative ideas to meet their future needs |
| **Decision Quality** | • Demonstrates good judgment in routine, day-to-day decision making<br>• Makes sound independent decisions in urgent and non-routine situations<br>• Considers various inputs, criteria, and trade-offs to arrive at effective decisions and recommendations<br>• Uses good judgment about whether to act independently or to escalate an issue |
| **Drives Results** | • Demonstrates a strong drive to achieve meaningful results<br>• Drives tasks to successful completion and closure<br>• Shows determination in the face of obstacles and setbacks<br>• Sets high standards for own performance |
| **Builds Effective Teams** | • Participates in constructive dialogue with the team, ensuring multiple perspectives are considered<br>• Places the team's priorities above personal objectives<br>• Supports team decisions and promotes team spirit<br>• Involves others appropriately when working on team projects |
| **Communicates Effectively** | • Clear, concise, and professional in communication<br>• Listens with interest to what others have to say<br>• Shares information and updates with others as needed<br>• Is clear and thorough in reports, documentation, and other written information |
| **Drives Engagement** | • Celebrates others' successes<br>• Helps others see why the work matters<br>• Shares involvement and visibility with others<br>• Draws a link between the work and own motivation |
| **Situational Adaptability** | • Demonstrates flexibility of responses to different situations<br>• Recognizes cues that suggest a change in approach or behavior is needed<br>• Adapts to changing needs, conditions, priorities, or opportunities<br>• Monitors how well approach is working to see if change is needed |
| **Instills Trust** | • Is honest and straightforward when working with others<br>• Honors agreements and commitments, even when working through competing priorities<br>• Shows consistency between words and actions<br>• Maintains integrity and professional codes of conduct |

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