

## Five Colleges, Inc. Competencies

Competencies are observable and applied knowledge, skills, and behaviors that are critical for achieving an organization's mission, vision, and values. At Five Colleges Inc. (FCI), competencies lie at the heart of goal setting and performance development and are the link between the two programs. FCI Competencies reflect the values and vision of the organization. They outline behaviors that are important for individual success today and anticipate what will be required for FCI's success in the years to come. Please remember that these are part of all annual performance evaluations and you should keep these in mind as you set your annual goals.

### What Are FCI Competencies?

*Service Excellence:* Present a positive and helpful attitude to all internal and external contacts. Address needs and concerns in a timely and accurate manner. Deliver on service commitments, meet established or agreed upon deadlines, and maintain supportive relationships with colleagues (both within FCI, the five institutions and the community).

*Communication and Interpersonal Skills:* Express thoughts in a clear and concise manner both written and verbally. Listen and communicate in a way that respects and supports others. Understand the impact of your behavior and actions on individuals and groups.

*Professional Conduct:* Uphold FCI policies and procedures. Be respectful and honest, and demonstrate appropriate discretion when dealing with confidential information. Admit mistakes and take accountability for actions. Project a positive and professional image.

*Problem Solving and Decision Making:* Make sound decisions and solve problems involving varied levels of complexity and ambiguity. Understand the impact of decisions on others with whom you work and those you serve.

*Technical Skills:* Use technology or tools effectively to complete tasks. Stay current with technical upgrades to improve work processes and tasks.

*Cultural Competency:* Interact effectively with people of different cultural and socioeconomic backgrounds. Understand the impact of your behavior, words and actions on individuals and groups.

*Collaboration:* Support and encourage collaboration and build relationships across the consortium. Creatively facilitate endeavors among the five associated institutions as appropriate to the individual's role at FCI through such means as: building relationships, facilitating meetings and their outcomes, provide technical analysis and offering resources for collaboration.

### Leadership (for those who supervise)

*Leading Self:* Set a positive example, and be honest, trustworthy, courteous, and approachable.

*Leading Others:* Inspire commitment, encourage and support collaboration and teamwork, provide feedback and positive reinforcement to employees, offer developmental opportunities, and promote a bias-free work environment.

*Leading Results:* Help others achieve success, offer direction, drive organizational change, provide vision, and promote and ensure alignment with FCI's mission and vision.

