

Manager of Programs

Required Competencies

July 2023

Change Leadership ... Demonstrates passion and ability to inspire others to embrace organizational change; supporting staff to cope with transition and maintain productivity.

Coaching and Developing Others ... Demonstrates the desire and ability to help others develop new skills by accurately assessing the interests, needs and capabilities of an employee; provides coaching and support to the individual as necessary.

Conflict Management ... Demonstrates an ability to intervene effectively in conflict situations and is able to focus on common objectives and maintain productive relationships by understanding the underlying interests of others.

Communication ... Demonstrates an ability to communicate effectively in a wide variety of situations including: face-to-face, over the phone and in writing.

Decisiveness ... The demonstrated ability to make timely, appropriate decisions regarding issues of major importance to the organization, its people and its community, even when faced with incomplete information or controversy.

Planning and Goal Setting ... Regularly reviews own priorities and plans and those of direct reports, adjusting goals as those of the department and organization change.

Student Focus ... Demonstrates a high level of focus on student learning and development, setting priorities based on student needs and continuously seeking ways to meet and exceed student learning goals.

Teamwork and Collaboration ... Demonstrates the ability to effectively collaborate on projects and achieve optimal results by working both as a member of a team and with individuals throughout the organization.

Team Building ... Displays talent for forming, building and leading teams; strives for and consistently achieves positive team outcomes.

Partnering ... Actively seeks improvement in business outcomes by sourcing and forming strategic partnerships with individuals, groups and organizations both within and outside the organization.

Valuing Diversity...Demonstrates the promotion of a workplace where diversity is welcomed, valued and expressed in ancestry, thought and practiced.