

Core Competencies sought in most federal positions:

Personal mastery:

- Personal development and career goals
- Work/Life Balance
- Manage time, physical, emotional health
- Take and encourage initiative
- Seek information, evaluation and feedback
- Learn from setbacks

Interpersonal Effectiveness:

- Build positive relationships
- Handle conflicts
- Earn trust and hold respect
- Collaborate and show sensitivity
- Promote shared decision making
- Communicate clearly
- Listen Effectively

Organizational Stewardship:

- Commitment to people
- Empower and trust others; delegate
- Develop leadership skills and opportunities throughout organization
- Promote future-oriented system change
- Accept accountability for self, others, and the organization's development

Customer Service:

- Essential to mission
- Manage complaints
- Design work processes
- Use customer feedback
- Encourage and empower supervisees

Flexibility/Adaptability:

- Respond to changing situations
- Handle multiple inputs
- Accommodate new situations
- Demonstrate resilience
- Understand change management

Creative Thinking:

- Appreciate new ideas
- Think and act innovatively
- Foster creating thinking in others
- Encourage risk taking
- Reward risk-taking and non-successes

Systems Thinking:

- Appreciate consequences of actions on other parts of the system
- Think in context
- Demonstrate awareness of purpose process, procedures, outcomes of work
- Consistently focus on core business of organization

Technical Skills:

- Display knowledge and skills necessary
- Understand processes, procedures, standards, methods and technologies to assignment
- Demonstrate functional and technical literacy
- Measure outcomes of work
- Keep current on new developments
- Effectively use available technology



Contact Career Services:
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