

# Foundation Competencies

(Competencies as they relate to Career Development – Resume Writing and KSA Writing)

## **Core Values**

- Exhibits through personal performance the principles of honor (ethical behavior), courage (mental strength to do what's right), and commitment (technical excellence and quality of work)

## **Customer Orientation**

- Actively seeks customer input
- Ensures customer needs are met
- Continuously seeks to improve quality of services, products, and processes

## **Decisiveness/Flexibility**

- Takes action and risks when needed
- Makes difficult decisions when necessary
- Adapts to change in work environment
- Effectively copes with stress

## **Diversity Awareness**

- Respects and values the differences and perceptions of different groups/individuals

## **Interpersonal/Team Skills**

- Considers and responds appropriately to the needs, feelings, capabilities, and interest of others
- Provides feedback
- Treats others equitably

## **Oral Communication**

- Listens to others
- Makes clear and effective oral presentations to individuals and groups

## **Problem Solving**

- Recognizes and defines problems
- Analyzes relevant information
- Encourages alternative solutions and plans to solve problems

## **Quality Principles**

- Understands and applies quality principles, such as teamwork, quantitative decision making, and continuous process improvement to meet or exceed customer expectations

## **Self-Direction**

- Realistically assesses own strengths, weakness, and impact on others
- Seeks feedback from others
- Works persistently towards a goal
- Demonstrates self-confidence
- Invests in self-development
- Manages time effectively

## **Technical Competence**

- Demonstrates technical proficiency and an understanding of the impact in areas of responsibility

## **Written Communication**

- Communicates effectively in writing
- Reviews and critiques others' writing