### Mission Based Competencies -
A defined set of behaviors, skills, knowledge that will help ensure success in a specific environment. Our objective is to identify a competency set that will enhance organizational performance while supporting the Mission, Vision and Core Values of the College.

<table>
<thead>
<tr>
<th>Competency</th>
<th>Behaviors</th>
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| **Communication** | • Actively listens  
• Asks questions to ensure understanding  
• Appropriately expresses views and ideas  
• Promotes discussion  
• Encourages response and dissent to views and opinions  
• Refrains from judgment or criticism of alternative views  
• Shares information and ideas openly |
| **Leadership** | • Provides clear direction and instruction  
• Promotes alignment with organizational direction  
• Consistently acts in an honest and ethical manner  
• Maintains an open mind  
• Focuses on the best interests of the organization  
• Separates personal interests from organizational interests to make sound decisions  
• Seeks input and participation from appropriate interested parties  
• Provides opportunities for personal and professional growth and development |
| **Collaboration** | • Seeks out input and opinions of colleagues and staff  
• Values input and perspectives of others  
• Initiates joint projects  
• Adapts and accepts new ideas for greater good of the organization/project  
• Works at building consensus |
| Integrity                                                                 | • Treats people fairly and with respect  
|• Offers honest, accurate opinions and feedback in an appropriate manner  
|• Provides complete answers  
|• Committed to personal and organizational values and interests  
|• Demonstrates sound, consistent and ethical decision making  
|• Takes responsibility and ownership for decisions, actions and outcomes for self and area of responsibility |
| Diversity                                                                | • Embraces differences in culture, background, ethnicity, gender and beliefs  
|• Creates opportunities for individual outside the majority  
|• Removes barriers to those outside the majority  
|• Recognizes the value of differing views and opinions and seeks them out  
|• Creates environment where all are welcome and feel valued |
| Service                                                                   | • Strive to be welcoming, courteous and helpful  
|• Asks questions to fully understand the needs or expectations of others  
|• Focuses on what can be done to meet needs  
|• Takes personal responsibility for resolving service problems completely  
|• Provides timely response and checks to ensure needs have been met  
|• Considers the impact on the external or internal customer and alignment with policy/practice when taking action  
|• Looks for creative approaches to providing or improving services that may increase efficiency and decrease cost  
|• Finds opportunities to pass on knowledge and transfer skills to others |