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**Core Competencies**

The dictionary includes HRSDC's 9 Core competencies (competencies that apply to every employee) and provides a definition and accompanying behavioral descriptor for each competency listed.

Changing and Learning: *Receptivity to change and a concern for continually developing and improving one’s effectiveness*

* Accepts and uses feedback to improve oneself
* Adjusts readily to change
* Engages in continuous learning
* Willingly uses available technologies to work and learn

Client Focus: *An underlying concern for helping internal and /or external clients and for being responsive to their concerns*

* Consistently delivers on commitments
* Demonstrates respect and concern for every client
* Provides quality service
* Works with clients to achieve results

Communication : *The ability to express oneself clearly, concisely and openly, both orally and in writing, to effectively exchange information and ideas with others, and to demonstrate understanding, respect and appreciation of others' perspectives*

* Conveys ideas and information clearly and concisely
* Demonstrates understanding
* Expresses oneself in a manner appropriate to the audience
* Shares information appropriately

Initiative: *Identifying what needs to be done and doing it before being asked to or required by the situation*

* Suggests improvements to service
* Surpasses role expectations
* Takes and supports well thought-out risks

Knowing our business: *Understanding the department's values, vision, mission and business lines, and how one’s own work fits within the organization and the environment within which we work*

* Understands how one’s work contributes to the business success of the department
* Understands one’s work environment and its inter-relationships with our partners in service delivery
* Understands the organization’s values, vision, mission and business lines

Positive Attitude: *Confidence in one’s ability to be successful, even under challenging circumstances, and a willingness to take personal responsibility for the results of one’s efforts*

* Expresses belief in own ideas and decisions
* Openly addresses problems and concerns as they occur
* Remains focused under pressure
* Takes personal responsibility

Thinking Skills: *The ability to actively and skillfully analyze problems and issues, organize information, identify key factors, identify underlying causes and generate practical solutions*

* Effectively plans and organizes work
* Identifies practical and sound solutions to problems
* Quickly acquires and applies relevant information
* Recognizes pertinent facts and issues

Using Technology: *The capacity to use computer technology to ensure a high level of efficiency in accomplishing work*

* Can effectively navigate the Internet
* Can use fundamental desktop applications, e.g. word-processing, E-mail and other office applications
* Finds ways to integrate technology into the workplace in order to facilitate external and internal work processes
* Quickly learns and applies new computer applications
* Seeks opportunities to enhance the use of technology

Working with Others: *Openness to others from diverse backgrounds (i.e. cultural, educational, ethnic, professional etc.) and a concern for relating to others in a cooperative and ethical manner*

* Contributes to team results
* Relates to others with honesty and integrity
* Respects individual differences
* Supports and encourages others
* Works to resolve conflicts

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