Core Competencies (expectations for <u>all</u> UMMS	How I demonstrated these competencies:
employees):	
ACCOUNTABILITY	
Holds self and others accountable for measurable, high-	Example #1:
quality, timely, and cost-effective results	
Consistently demonstrates energy, enthusiasm, and	
maximum effort in completing responsibilities	
Demonstrates flexibility in response to changing priorities	
Accepts personal responsibility for own actions, including	
errors	
Supports other team members by prioritizing and altering	Example #2:
daily routines to complete assignments	
Complies with established policies, procedures, and rules	
Participates in cross-functional teams and works	
effectively with employees from diverse backgrounds	
INITIATIVE	
Takes prompt action to accomplish tasks and meet goals	Example #1:
and objectives	
Completes assignments with minimal direct oversight	
Utilizes equipment, supplies, and technology to achieve	
maximum efficiency	
Recommends process improvements within department	Example #2:
and organization	Example #2:
Collaborates with other employees and departments as	
needed	
Actively participates in the development and	
achievement of team goals	
PROBLEM SOLVING/DECISION MAKING	
Identifies and analyzes problems weighing the relevance	Example #1:
and accuracy of available information and recognizing one's filters, privileges, biases, and cultural preferences	
Generates and evaluates alternative solutions and makes	
effective and timely decisions	
Reviews the effects and implications of decisions and	
takes appropriate follow up actions	Example #2:
tance appropriate rollott up detions	

QUANTITY/QUALITY of WORK	
Pays close attention to detail	Example #1:
Strives to achieve accuracy and consistency in all tasks	
Organizes work to achieve maximum productivity	
Actively applies strategies and tactics that routinely	
deliver results	
Follows all safety rules, proactively works to prevent	Example #2:
accidents, and encourages the use of sound judgment in	
order to comply with departmental and UMMS safety	
policies and procedures  Produces a consistently high volume of work that also	
meets quality standards	
SERVICE ORIENTATION	
Applies effective interpersonal and problem-solving skills	Example #1:
when responding to clients	
Treats all of our diverse internal and external clients with	
respect and courtesy	
Understands the needs and expectations of diverse clients and anticipates how to fulfill them	
Demonstrates cultural sensitivity and competence when	Example #2:
interacting with clients, fellow employees, and guests	
Takes personal responsibility applying proactive,	
solution focused approaches in responding to client	
needs	
DIVERSITY & INCLUSION	
Understands how social group identities shape the	Example #1:
settings in which we work	•
Demonstrates self-awareness and the ability to see	
other points of view, valuing diverse experiences and	
ways of knowing	
Negotiates conflict and facilitates discussions with	Evample #2:
culture competence and cultural humility  Shows commitment to continuous	Example #2:
learning/improvement in managing diversity	

Leadership/Management (for those with supervisory responsibilities)	
Sets clear priorities, goals and expectations and provides	
timely, constructive, and balanced feedback in holding staff members accountable	Example #1:
Delegates effectively and empowers team members and	
flexes style when faced with diverse teams understanding and effectively managing complex group	
dynamics and diverse perspectives  Manages performance problems and team conflicts	-
skillfully	
Demonstrates effective mentoring, developing and motivating skills	
Inspires and fosters team commitment, spirit, pride and	Example #2:
trust and is attentive to the well-being of her/his staff Takes a long-term view building a shared vision with	-
staff in planning, decision making, and process	
improvement	-
Acts as a positive role model  Ensures that diverse, talented employees are	-
appropriately recruited, selected, oriented, and	
acclimated to the organization	