

# Standard Leadership Competencies

1. Achieving excellent results
2. Building relationships
3. Coaching & communicating
4. Continuous innovation
5. Focusing on customers
6. Lifetime learning and knowledge-sharing
7. Solving problems and making decisions

## Achieving Excellent Results

- Deliver with energy and determination on individual, team, and overall objectives that address core business issues and contribute to longer-term organisational goals
- Behave in a professional and ethical way

## Building Relationships

- Build trust, listen to needs, be open to ideas, and be sensitive to the perception of others
- Question constructively, identify options and develop solutions by networking with strategic people and organisations
- Can work autonomously or in teams, adapt to a wide range of situations, and appreciate diversity
- Remain aware of the needs of others and can focus on objectives and build relationships, even when under pressure or in the face of personal criticism in challenging situations
- Good at selecting the right people with complementary strengths to work in teams

## Coaching & communicating

- Communicate a clear vision of the organisation's future
- Enthuse and energise people, be accessible to people, and gain ownership of the steps needed to achieve goals
- Know your own and team members' strengths and weaknesses and encourage initiative and accountability for objectives
- Invest in coaching others, give constructive feedback, and know when to support and challenge

## Continuous innovation

- Experiment with new approaches
- Learn from best practices, respond flexibly to change, and encourage others to question and review how things are done or could be continuously improved

## Focussing on customers

- Achieve mutually beneficial relationships with customers
- Manage expectations well in all interactions
- Anticipate needs and respond with empathy

### Lifetime learning and knowledge-sharing

- Keep up to date, share knowledge and information with other people, and apply this learning to your own work
- Encourage others to learn, develop, and share knowledge

### Solving problems and making decisions

- Recognise problems as opportunities, explore causes systematically and thoroughly
- Generate ideas, weigh advantages and disadvantages of options

### Questions to consider:

1. Which competencies are most needed in your organization now?
2. Is there work to be done to improve competencies organisationally?
3. How would you personally prioritise these competencies – either based on what your team needs or based on your own learning needs?
4. What would you add here?