

ASCEND - COMPETENCY CHECKLIST

This checklist will aid you in the prioritization of competencies that you find crucial for a specific role in your organisation. There are four areas within the competency framework containing 3-4 competencies each. Please tick the boxes of the 4-6 competencies that you find most important.

STRATEGIC

Problem Solver

- Anticipates problems, analyzes situations to identify illogical solutions and inconsistencies
- Develops effective, sensible and workable solutions to problems
- Sees the big picture and takes into account broader considerations
- Learn new knowledge quickly and is able to use current knowledge in flexible ways

Entrepreneurial

- Challenges the status quo and champions new initiatives;
- Initiates, adjusts and manages change- and development efforts
- Seeks new perspectives and ideas in order to improve performance and stimulate innovation
- Communicates both own and other's ideas on how the organization can change

Business Savvy

- Understands the strategies and priorities of the business and applies the knowledge to achieve objectives;
- Applies knowledge of key business drivers and measurements (e.g., market products/services, competition, financial indicators, performance measures)
- Focuses energy and resources on projects and tasks that add value
- Takes calculated risks to achieve goals

Customer Centric

- Considers every action and decision in terms of its impact on the client
- Demonstrates understanding of current and anticipated client needs in decision making
- Generates innovative ideas and solutions that address client needs and exceed their expectations
- Seeks feedback from clients and uses it to improve the quality of products, services, and internal processes

OPERATIONAL

Sales Oriented

- Initiates, enforces and follows up sales progress and customer dialogues
- Dedicates time and energy on a consistent basis to achieve desired results
- Systematically monitors the market to identify, create and anchor a value (from products or services) for specific clients
- Possesses up-to-date knowledge of the business' products and services; knows the strengths and weaknesses of competitors

Result Oriented

- Pursues challenging goals and works hard to achieve them
- Adjusts behavior quickly and effectively to meet a goal, overcome an objection, or resolve a concern
- Identifies and acts on unresolved issues
- Conveys a sense of urgency; makes achieving objectives and getting the job done in an orderly fashion a top priority

Resourceful

- Is enthusiastic and positive, even in tough situations
- Is quick to change his/her behavior to adapt to changing circumstances
- Works constructively under pressure and when facing failure
- Influences his/her own environment rather than reacting to it

Planning

- Develops short- and long-range plans that are comprehensive and realistic
- Anticipates problems and develops contingency plans
- Aligns short- and long-term goals with the big picture
- Determines benchmarks of progress toward unit objectives and coordinate resources

DRIVING

Initiator

- Champions new initiatives within and beyond the scope of own job
- Seeks out new work challenges
- Acts when others hesitate
- Initiates activities and projects independently

Influencer

- Establishes credibility; responds convincingly to challenges and conveys energy in interactions with others
- Brings about change in another's position/behavior by campaigning for critical issues/decisions
- Influences the decisions of higher level managements by pointing out different solutions
- Provides direction on projects and gets cooperation and action from people by setting high performance standards

Networker

- Continuously seeks for ways to establish credibility, trust, and influence with targeted clients/relations
- Obtains cooperation from others without regard to reporting relationships
- Approaches others to develop new relationships or strengthen existing ones
- Relates to others in an open, accepting manner and puts others at ease

ENABLING

Team Player

- Promotes team effectiveness by facilitating and building on the ideas of others
- Shares information and expertise to achieve desired results
- Works together as opposed to separately or competitively, shares responsibilities and pitches in to help the group get the job done
- Finds areas of compromise; identifies needs of others to structure "win-win" outcomes

Good Communicator

- Conveys information with clarity and ease, both orally and in writing
- Listens effectively; seeks first to understand and then be understood
- Keeps others informed; gives specific and constructive feedback
- Handles issues in an open and honest manner when they are presented, rather than later on in another context

Continuous Learner

- Learns from experience and others' feedback
- Develops significant competence/performance over time
- Modifies behavior based on feedback from others
- Aware of own strengths and weaknesses and when help is needed from others to get the job done effectively

Service Minded

- Prioritizes customer satisfaction above all else, including expense control
- Shows sincere interest in clients/customers and their concerns
- Helps solving customer related problems even before they are asked to do so by the customer
- Visible and easily approachable for the customer

Please note additional questions that you might have regarding the candidate/candidates: