

CAPABILITIES

WHAT I DO

Develop & Deploy a Vision: translate business objectives into action plans; demonstrate how role impacts the greater organization

Achieve Through People: allocate and prioritize work; listen and accept feedback; coach and support others; develop skills in others

Drive Performance: develop challenging performance targets; hold people accountable; drive process improvement; take action

Lead Change & Engagement: lead change with conviction and clarity; foster a culture of improvement; ensure people feel valued; celebrate success

Relationships & Partnerships: keep supervisor, employees, and members/clients informed; work across cultures; demonstrate respect

EXPERIENCE

WHAT I'VE DONE

Functions: worked within and understood different functions; demonstrated technical-professional competency; committed to learning

Accountability & Delivery: met challenging targets; led change; managed people; led cross-functional teams; effective project management

Internal & External Organization: effective working relationships with peers; effective with members/clients; involved in the business community

PERSONAL ATTRIBUTES

WHO I AM

Emotional Intelligence: develop accurate self-picture through reflection; recognize impact as a manager; balance humility and confidence

Professional Disposition: maintains resilience and positive attitude; builds trust; takes a proactive, win/win approach; customer focused

Drive to Achieve: demonstrates high energy toward goals; identifies opportunities for process improvement

Ownership & Integrity: supports company decisions; takes personal responsibility for self and team; faces difficult conversations honestly; does the right thing when no one is watching; trustworthy

KNOWLEDGE

WHAT I KNOW

The Organization: how our organization delivers value and makes money; cross-functional resources; broader performance

Key Business Processes: technology that supports processes; processes in own area and their effects; annual budgeting and cost control

The World Outside Our Organization: business community served; competitors; changing regulatory landscape