



Tufts Organizational and Leadership Competencies

Competencies are knowledge, skills, and behaviors that all employees are responsible to develop and apply in support of the university's mission, values, and goals.

Tufts Organizational Competencies

- reflect the values and vision of the university
- describe behaviors that are important for individual success at Tufts today
- anticipate what will be required for the university's success in the future.

The Tufts Organizational Competencies are:

Expertise

Demonstrate essential skills for a position • Share expertise • Support others in learning and skill building • Show pride in work • Commit to ongoing professional development

Interaction with Others

Demonstrate requisite communication skills • Be open to different viewpoints • Show respect for others • Collaborate on joint projects and decisions • Give and receive candid and helpful feedback

Continuous Improvement

Contribute to measurable improvement made in systems or processes • Develop system efficiency • Value innovation and creativity • Commit to generating new solutions and ideas

Customer Focus

Pay attention to and focus on customer satisfaction • Develop effective and appropriate relationships with customers • Anticipate and meet the needs of both internal and external customers

Resourcefulness and Results

Work effectively in a variety of situations • Demonstrate good work habits, flexibility, creativity, and initiative • Use multiple resources to achieve desired results • Seek input and assess risks when making decisions • Take action • Commit to getting things done

Leadership

Model desired behaviors • Act as a catalyst for change through positive energy • Articulate goals and objectives and their value

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Tufts Leadership Competencies

Tufts Leadership Competencies identify knowledge, skills and personal characteristics for administrative managers to ensure outstanding performance in the people management component of their job. The Leadership Competencies are:

Communicates a Compelling Vision and Direction

Develops, communicates, and aligns others around a vision and strategy for the future • Creates plans and initiatives that ensure the understanding and commitment of others to achieve the vision

Creates an Environment of Trust and Integrity

Models and maintains the values of candor, openness, inclusiveness, and honesty despite internal and external pressures • Consistently acts in a way that is both trustworthy and trusting • Builds and maintains trust with others

Drives Results

Demonstrates the ability to act in a decisive, urgent, and committed way to achieve results • Remains focused on the goal, commits to an agreed course of action, uses innovation, and leverages resources to reach that goal

Manages Change

Recognizes when there is a need for change and effectively manages both the areas that remain stable and those that are changing • Communicates frequently and candidly during times of change • Demonstrates tolerance and adaptability when dealing with ambiguous situations • Foresees the impact of emerging technologies and integrates these technologies within the organizational process

Develops Relationships with a University Focus

Demonstrates the ability to build alignment and commitment within and across functions to achieve common goals • Maintains a broad set of solid relationships in the university and beyond • Actively champions the needs and goals of the university and willingly makes difficult resource decisions in implementing university strategy

Develops Self and Others

Values continuous learning and fosters a climate for the learning and development of self and others

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