

Competencies

January 2008

All Employees

Trust, Integrity, Ethics and Values

Customer Focus

Results Oriented

- Decision Quality
- Learning on the Fly
- Action Oriented
- Perseverance
- Drive for Results

Communication Skills

- Listening
- Patience

Functional and Technical Skills

Team Player

- Peer Relationship

Efficient and Effective

- Time Management

Managing Personal Performance

- Self Development
- Self Knowledge

Supervisors & Senior Staff

Leading Others

- Informing
- Developing Direct Reports
- Directing Others
- Appreciating Diversity
- Managing and Measuring Work

Team Builders

- Building Effective Teams
- Motivating Others

Coaching Direct Reports

- Providing Feedback
- Mentoring Employees
- Confronting Direct Reports
- Conflict Management

Planning and Organization

- Process Management

Priority Setting

- Timely Decision Making

Delegation

Composure

Written Communication Skills

Managers, Department Directors & GM

Managing Vision and Purpose

- Strategic Agility
- Business Acumen

Organizational Savvy

- Organizational Agility
- Negotiating

Hiring and Developing Staff

- Hiring and Staffing
- Sizing up People

Presentation Skills



Helix Water District

Setting standards of excellence in public service.