VALDOSTA STATE UNIVERSITY

Competencies

For both individual and organizational success, all levels of employees should demonstrate the seven key competencies outlined below. For those employees in leadership roles, they should also demonstrate the additional five competencies.

7 Key Success Factors for All Employees

**Accountability**
- Accepts responsibility for finding solutions to problems.
- Takes ownership in the mission of the University and understands role in student success and satisfaction.
- Displays strong commitments to further organizational and community success.
- Effectively addresses setbacks and ambiguity.

**Agility**
- Quickly and effectively adapts to changing situations by altering their approach or way of thinking.
- Applies creative problem-solving skills to develop solutions that eliminate unnecessary obstacles for students, parents, and other institutional constituents.

**Collaboration**
- Cooperates with employees within/across departments to accomplish shared goals.
- Treats others with dignity and respect while maintaining a friendly demeanor.
- Acknowledges the value of others’ contributions to shared goals.

**Communication**
- Expresses thoughts clearly and respectfully both orally and in writing.
- Demonstrates effective listening skills.
- Clearly understands instructions and conveys information effectively.

**Integrity**
- Upholds the principles of trust and honesty.

**Productivity**
- Completes tasks with a high level of quality while meeting set deadlines.

**Service Excellence**
- Provides helpful, courteous, accessible, responsive, and knowledgeable services and information.
- Addresses student, faculty, staff, alumni, parent, retiree and other constituent’s questions and concerns in a timely and responsive manner.

See Back for Leadership Roles
5 Key Success Factors for Leadership Roles

Inclusivity

• Creates an environment of honesty, openness, and freedom from fear where mistakes are viewed as learning opportunities.
• Willingly admits to mistakes and offers apologies if warranted.
• Demonstrates fairness, consistency in decision making, and a willingness to listen to new ideas.
• Works with others to solve problems rather than assigning blame.
• Values and respects each member of the team, regardless of position.
• Acknowledges the support and contributions of others in achieving results.

Innovation

• Seeks to advance products, processes, services, technologies, and ideas.
• Uses foresight to identify opportunities and challenges using creative and imaginative measures.

Results-Driven

• Demonstrates an understanding of the scope of the University, enabling them to accomplish goals.
• Articulates and delivers outcomes in support of the University’s goals.
• Takes action to ensure stewardship within their organization and the University.
• Delivers results in a timely manner and within budget.
• Keeps a sustainable future in mind.

Strategy

• Anticipates obstacles and takes calculated risks to achieve a goal.
• Provides innovative solutions.
• Secures and utilizes resources to respond to opportunities and problems.
• Monitors and re-evaluates decisions, priorities, and plans in order to achieve a vision.
• Takes responsibility for his or her decisions.

Talent Management

• Communicates important information and decisions in a timely manner.
• Identifies and focuses on the most significant priorities.
• Provides assistance to others with helpful and timely feedback.
• Sets achievable goals, milestones, and deadlines.
• Makes work challenging, meaningful, and engaging for their team.
• Recognizes and develops talent.
• Delegates and provides good exposure to their team members.
• Communicates effectively and conveys a clear understanding of the desired result.