Performance Development Competencies

Expertise

- **Expertise**: Demonstrates the knowledge and skills that are needed to perform the job.
- **Innovation, problem solving, and critical thinking**: Identifies and resolves work problems using innovative and creative ideas with the goal of continuous improvement.
- **Resource Management**: Effectively manages and utilizes the college’s time, money, materials, and human resources consistent with the institution’s priorities, and the principle of sustainability.

Professionalism

- **Accountability and responsibility**: Follows through on professional commitments (including attendance and punctuality) and takes personal ownership of one’s work.
- **Service to constituents**: Identifies and responds to the needs and expectations of internal and external constituents.
- **Professional Development**: Seeks opportunities to expand work-related knowledge, skills, and expertise.

Interpersonal Skills

- **Communication**: Proactively shares information. Effectively communicates both verbally and in writing. Demonstrates effective listening skills. Handles confidential information appropriately.
- **Collaboration**: Works effectively as part of a team. Solicits input and assistance from others. Makes time to help colleagues. Exhibits courtesy and respect.
- **Affirming and Enabling Diversity**: Contributes to creating an environment where we all can live, learn, and thrive. Acknowledges and values the unique differences that make us who we are. Provides service in a way that demonstrates sensitivity and responsiveness to the unique identities of all members of the Williams community.
- **Developing Others**: Guides and supports the professional development of others through coaching, training, and mentorship.