

Leadership Competencies Framework



Leadership Competencies ensure a culture of continuous learning and organizational agility.

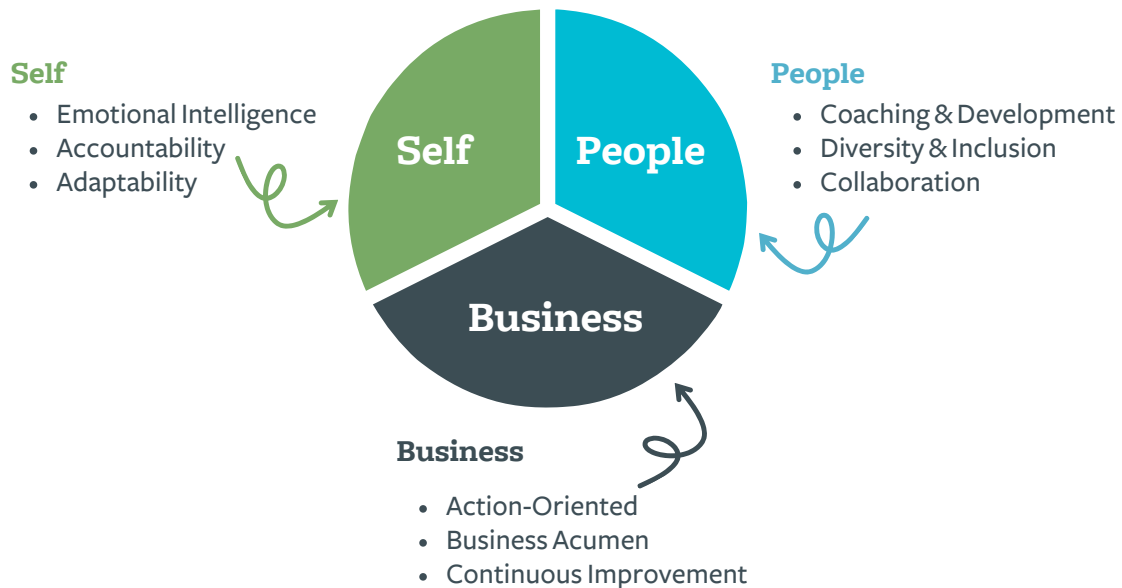


The Balanced Scorecard quadrants (Quality, Team, Community, and Finance) provide focus and accountability for shared outcomes.



Our actions are guided by an established set of core values that serve as an inspiration for all, reflect who we are, and represent what we aspire to be.

Leadership Competencies



Front Line Leaders

Self

Emotional Intelligence, Accountability, Adaptability

Self Development:

Actively seeking new ways to grow and be challenged using both formal and informal development channels.

Giving & Receiving Feedback:

Open to listen and provide both positive and constructive advice with the underlying motivation of development.

Resilience:

Rebounding from setbacks and adversity when faced with difficult situations.

People

Coaching & Development, Diversity & Inclusion, Collaboration

Communicates Effectively:

Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.

Values Differences:

Recognizing and maximizing the value that different perspectives and cultures bring to an organization.

Plans & Organizes:

Planning and prioritizing work to meet commitments aligned with department and organizational goals.

Business

Action-Oriented, Business Acumen, Continuous Improvement

Directs Work:

Providing direction, delegating, and removing obstacles to get work done.

Technical /Clinical Credibility:

Demonstrating the knowledge, skills, and abilities to be current and relevant in one's profession. Can be specified by the department.

Customer Focus:

Building strong customer relationships and delivering customer-centric solutions.

Directors

Self

Emotional Intelligence, Accountability, Adaptability

Demonstrates Self-Awareness:

Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.

Resourcefulness:

Securing and deploying resources effectively and efficiently.

Manages Ambiguity or Uncertainty:

Operating effectively, even when things are not certain or the way forward is not clear.

People

Coaching & Development, Diversity & Inclusion, Collaboration

Develops Talent:

Developing people to meet both their career goals and the organization's goals.

Builds Effective Teams:

Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.

Instills Trust:

Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Business

Action-Oriented, Business Acumen, Continuous Improvement

Decision Quality:

Making good and timely decisions that keep the organization moving forward.

Financial Acumen:

Interpreting and applying understanding of key financial indicators to make better business decisions.

Optimizes Work Processes:

Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

Executives

Self

Emotional Intelligence, Accountability, Adaptability

Executive Presence:

Demonstrating the self-awareness and regulation, empathy, and social skills to have interactions that motivate others.

Ensures Accountability:

Holding self and others accountable to meet commitments.

Situational Adaptability:

Adapting approach and demeanor in real time to match the shifting demands of different situations.

People

Coaching & Development, Diversity & Inclusion, Collaboration

Influences Others:

Using personal, social, and structural means to gain the support and commitment of others.

Fosters Engagement:

Creating a climate where people are motivated to do their best to help the organization achieve its objectives.

Drives Vision & Purpose:

Painting a compelling picture of the vision and strategy that motivates others to action.

Business

Action-Oriented, Business Acumen, Continuous Improvement

Cultivates Innovation:

Creating new and better ways for the organization to thrive.

Strategic Mindset:

Seeing ahead to future possibilities and translating them into breakthrough strategies.

Global Perspective:

Taking a broad view when approaching issues, using a global lens, and acting in the best interest of all parties.

