STAFF CORE COMPETENCIES

As part of the IU Staff Competencies, these five core competencies represent behaviors and skills all IU staff should demonstrate. They provide a shared language to describe how we work together, what to expect from each other, and how to maximize our potential and grow at IU.

ENSURES ACCOUNTABILITY

Holding self and others responsible and accountable to meet commitments

- Follows through on commitments & makes sure others do the same
- Acts with a clear sense of ownership
- Takes personal responsibility for decisions, actions, and failures
- Establishes clear responsibilities and processes for monitoring work and measuring results
- Designs feedback loops into work

COLLABORATION

Building partnerships and working collaboratively with others to meet shared objectives

- Works collaboratively with others across the organization to achieve shared objectives
- Represents own interests while being fair to others and their areas
- Partners with others to get work done
- Credits others for their contributions and accomplishments
- Gains trust and support of others

INSTILLS TRUST

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

- Follows through on commitments
- Is seen as direct and truthful
- Keeps confidences
- Practices what they preach
- Shows consistency between words and actions

VALUES DIFFERENCES

Recognizing the value that different perspectives & cultures bring to an organization

- Seeks to understand different perspectives and cultures
- Contributes to a work climate where differences are valued and supported
- Applies others' diverse experiences, styles, backgrounds, and perspectives to get results
- Is sensitive to cultural norms, expectations, and ways of communicating

CUSTOMER FOCUS

Building strong internal and external customer relationships and delivering customer-centric solutions

- Gains insight into customer needs
- Identifies opportunities that benefit the customer
- Builds and delivers solutions that meet customer expectations
- Establishes and maintains effective customer relationships

HUMAN RESOURCES

Learn more at **hr.iu.edu/competencies**