

**Core Competencies – Definitions**

**Adaptability** – Flexible and works well in a variety of situations, and with various individuals and groups. Open to different and new ways of doing things; willing to modify one’s preferences and priorities.

**Collaboration** – Develops, maintains, and strengthens relationships while working together to achieve results.

**Communication** – Listens, writes, and presents ideas, opinions, and information in diverse situations.

**Customer Engagement** – Creates a connection with internal and external customers through positive experiences and exceptional service in response to current and future needs.

**Digital Fluency** – Use technology effectively in the performance of one’s job. Includes the integration and acceptance of new technology when appropriate.

**Ethics and Integrity** – Behaves in a trustworthy, fair, and forthright manner. Respects concerns shared by others and follows through on commitments.

**Fostering Diversity** – Works effectively in an inclusive workplace where individual differences and perspectives are respected and leveraged to achieve organizational goals.

**Innovative Mindset** – Demonstrates curiosity, develops new insights, considers creative approaches and applies novel solutions.

**Interpersonal Skills** – Interacts positively with courtesy, sensitivity and respect with a variety of individuals and makes every effort to understand and relate to others.

**Resilience** – Overcomes challenges, does the job, and remains optimistic under pressure and adversity.