



TVF&R Core Competencies

Ethical Integrity

Adheres to an appropriate and effective set of core values and beliefs during both good and bad times. Acts in line with those values. Rewards the right values and disapproves of others. Practices what is preached. Generates trust by keeping confidences, admitting mistakes and not misrepresenting self for personal gain. Is willing to stand up and be counted.

Lominger Competency Reference: Ethics & Values, Integrity & Trust, Standing Alone

Customer Focus

Is dedicated to meeting the expectations and requirements of internal and external customers. Gets first-hand customer information and uses it for improvements in services. Acts with customers in mind. Establishes and maintains effective relationships with customers and gains their trust and respect. Lominger Competency Reference: Customer Focus

Compassion

Genuinely cares about people. Is concerned about their work and non-work problems. Is available and ready to help. Is sympathetic to the plight of others not as fortunate. Demonstrates real empathy with the joys and pains of others.

Lominger Competency Reference: Compassion

Drive for Results

Enjoys working hard; uses time effectively and efficiently. Is action oriented and full of energy for the things seen as challenging. Perseveres, especially in the face of setbacks. Steadfastly pushes self and others for results.

Lominger Competency Reference: Drive for Results, Action Oriented, Perseverance, Time Management

Decision Quality

Makes good decisions based on mixture of analysis, wisdom, experience, and judgment. Most of one's solutions and suggestions turn out to be correct and accurate when judged over time. Lominger Competency Reference: Decision Quality

Interpersonal Savvy

Relates well to all kinds of people--up, down, sideways, inside and outside the organization--building constructive and effective relationships. Builds appropriate rapport ; uses diplomacy and tact. Can defuse even high-tension situations comfortably. Can quickly find common ground and solve problems for the good of all. Can represent own interests and yet be fair to other groups. Practices attentive and active listening; has the patience to hear people out. Is easy to approach and talk to. Lominger Competency Reference: Interpersonal Savvy, Approachability, Listening, Patience, Peer Relationships

Dealing with Ambiguity

Can effectively cope with change. Can shift gears comfortably. Can decide and act without having the total picture. Isn't upset when things are up in the air. Doesn't have to finish things before moving on. Can comfortably handle risk and uncertainty. Lominger Competency Reference: Dealing with Ambiguity

Personal Learning

Knows personal strengths, weaknesses, opportunities, and limits. Is personally committed to and actively works to continuously improve self. Seeks feedback; is open to criticism and receptive to discussion of shortcomings. Understands that different situations and levels may call for different skills and approaches; picks up on the need to change personal, interpersonal, and managerial behavior quickly. Watches others for their reactions to attempts to influence and perform, and adjusts. Works to deploy strengths. Works on compensating for weakness and limits. Lominger Competency Reference: Personal Learning, Self-Knowledge, Self-Development