

# UGA STAFF COMPETENCY MODEL

## Core Competencies



Acts with integrity



Communicates effectively



Learns and shares



Makes sound decisions



Serves others

## Leadership Competencies



Champions innovation



Supervises others

The **UGA Staff Competency Model** identifies the critical behaviors and characteristics to successfully perform in a particular role—more specifically the Knowledge, Skills, Abilities, and Other Characteristics (KSAOs) it takes to perform well in a job.


Click [here](#) or scan the code to register for UGA Journeys: Understanding Your Connection to the Staff Competency Model. For more information, visit the [Journeys webpage](#) or reach out to [journeys@uga.edu](mailto:journeys@uga.edu).





UNIVERSITY OF  
**GEORGIA**  
UGA Journeys


# UGA Competencies and their KSAOs (Knowledge, Skills, Abilities, and Other Characteristics)

## Core Competencies

 <p><b>Acts with integrity</b></p>	<ul style="list-style-type: none"><li>• Diversity and Inclusion</li><li>• Trust and Respect</li><li>• Utilization of University Resources</li><li>• Work Ethic</li></ul>
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 <p><b>Communicates effectively</b></p>	<ul style="list-style-type: none"><li>• Active Listening</li><li>• Conflict Management</li><li>• Verbal Communication</li><li>• Written Communication</li></ul>
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 <p><b>Learns and shares</b></p>	<ul style="list-style-type: none"><li>• Finding and Applying Knowledge</li><li>• Learning Agility</li><li>• Sharing and Contributing</li><li>• University Knowledge</li></ul>
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 <p><b>Makes sound decisions</b></p>	<ul style="list-style-type: none"><li>• Critical Thinking</li><li>• Judgement and Decision Making</li><li>• Process Improvement</li></ul>
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 <p><b>Serves others</b></p>	<ul style="list-style-type: none"><li>• Cooperation and Teamwork</li><li>• Service Orientation</li></ul>
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## Leadership Competencies

 <p><b>Champions innovation</b></p>	<ul style="list-style-type: none"><li>• Change Management</li><li>• Innovation</li></ul>
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 <p><b>Supervises others</b></p>	<ul style="list-style-type: none"><li>• Coaching and Development</li><li>• Delegation of Work</li><li>• Performance Management</li><li>• Staff Management</li><li>• Staff Moral</li></ul>
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# Rating Scale

- 5 Role Model:** Consistently exceeds or delivers beyond expected standards for all behaviors. Influences others to perform better.
- 4 Exceeds Expectations:** Consistently delivers on expected standards and demonstrates a pattern of one or more of the role model behaviors.
- 3 Consistently Delivers:** Consistently meets standards. Demonstrates a strong understanding of roles and responsibilities. Requires little or no additional direction or support to achieve expected standards.
- 2 Developing:** Sometimes meets standards. Needs continued development (additional training/learning) or direction on one or more behaviors.
- 1 Needs Improvement:** Does not consistently meet expected standards. Additional Direction and support are needed on several behaviors.

*\* Each KSAO will receive a rating. The KSAO rating will be averaged to create a competency rating. These ratings will also be applied to the Job Performance Competencies in Part II of the evaluation.*

## Job Performance Competencies

### Technical Knowledge:

- Knows and understands the principle technical information required for their job.
- Contributes ideas for technical problem-solving or process improvements.
- Stays current with technical information required to adapt to job changes.

### Professional Skills:

- Has the expertise and skills necessary to perform their job duties effectively and efficiently.
- Adopts and applies new skills to adapt to changes in their field.
- Readily shares skills with others to meet unit goals.

### Job Performance:

- Performs all job-associated tasks effectively, adequately implementing their technical knowledge and professional skills.
- Performs all job-associated tasks efficiently to meet unit goals in a timely manner.
- Adapts and remains productive in response to a fluctuating work environment.

### Standard Operating Practices:

- Maintains up-to-date knowledge of applicable work-related requirements.
- Initiates sound judgement and a high level of commitment to adhering to expectations.
- Promptly corrects and reports any known issues of noncompliance.

### Safe Work Practices:

- Maintains up-to-date knowledge of applicable safe work practices.
- Initiates sound judgement and a high level of commitment to adhering to safe work practices.
- Stays alert and responsive to safety and security concerns, promptly reporting any known or suspected issues.