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

Core Competencies

- Acts with integrity
  - Diversity and Inclusion
  - Trust and Respect
  - Utilization of University Resources
  - Work Ethic

- Communicates effectively
  - Active Listening
  - Conflict Management
  - Verbal Communication
  - Written Communication

- Learns and shares
  - Finding and Applying Knowledge
  - Learning Agility
  - Sharing and Contributing
  - University Knowledge

- Makes sound decisions
  - Critical Thinking
  - Judgement and Decision Making
  - Process Improvement

- Serves others
  - Cooperation and Teamwork
  - Service Orientation

Leadership Competencies

- Champions innovation
  - Change Management
  - Innovation

- Supervises others
  - Coaching and Development
  - Delegation of Work
  - Performance Management
  - Staff Management
  - Staff Moral
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.