

# UGA STAFF COMPETENCY MODEL

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. The Core Competencies are: Acts with Integrity, Communicates Effectively, Learns & Shares, Makes Sound Decisions, and Serves Others. The Leadership Competencies are: Champions Innovation & Supervises Others.

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

### Core Competencies

 <p><b>Acts with Integrity</b></p>	<ul style="list-style-type: none"> <li>Inclusive Excellence</li> <li>Trust and Respect</li> <li>Utilization of University Resources</li> <li>Work Ethic</li> </ul>	 <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>	 <p><b>Learns &amp; 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>	
 <p><b>Makes Sound Decisions</b></p>		<ul style="list-style-type: none"> <li>Critical Thinking</li> <li>Judgment and Decision Making</li> <li>Process Improvement</li> </ul>		 <p><b>Serves Others</b></p>		<ul style="list-style-type: none"> <li>Cooperation and Teamwork</li> <li>Service Orientation</li> </ul>

### Leadership Competencies

 <p><b>Champions Innovation</b></p>	<ul style="list-style-type: none"> <li>Change Management</li> <li>Innovation</li> </ul>	 <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 Morale</li> </ul>
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## 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.

## 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.*

Scan the code to register for UGA Journeys: Understanding Your Connection to the Staff Competency Model. For more information, visit the **Journeys webpage** at <https://hr.uga.edu/journeys/> or reach out to [journeys@uga.edu](mailto:journeys@uga.edu).



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