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.

**UGA Competencies with KSAOs**  
*Knowledge, Skills, Abilities, and Other Characteristics*

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### ACTS WITH INTEGRITY

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

### MAKES SOUND DECISIONS

- Critical Thinking
- Judgment and Decision Making
- Process Improvement

### COMMUNICATES EFFECTIVELY

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

### SERVES OTHERS

- Cooperation and Teamwork
- Service Orientation

### LEARNS AND SHARES

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

### SUPERVISES OTHERS  
(SUPERVISORS ONLY)

- Coaching and Development
- Delegation of Work
- Performance Management
- Staff Development
- Staff Moral

### CHAMPIONS INNOVATION  
(STAFF MANAGER/LEADER ONLY)

- Change Management
- Innovation
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.