

## UGA STAFF COMPETENCY MODEL

### Core Competencies



Acts with Integrity



Communicates Effectively



Learns & 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.

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

#### 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

## RATING SCALE

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- 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

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- **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.

[Click here or scan the code to register for  
UGA Journeys: Understanding Your  
Connection to the Staff Competency Model.](#)

