

# LEAD Tennessee Core Competencies

## Lead Self: Expands depth and breadth of capability

Competency and Definition	Behaviors
<b>Self-Leadership</b> <i>Developing a sense of who one is, what is one's ability, what is one's vision coupled with the ability to effectively communicate, manage emotions and model the way in reaching one's potential</i>	<ol style="list-style-type: none"> <li>1. Has a clear understanding of personal opportunities for improvement; capitalizes on personal strengths</li> <li>2. Establishes networks to stay active in the business of the organization and to stay abreast of trends</li> <li>3. Continuously seeks opportunities to improve both professionally and personally</li> <li>4. Seeks out experiences that challenge perspective or provide an opportunity to learn new things</li> <li>5. Demonstrates the ability to adapt and navigate change within the organization</li> </ol>
<b>Integrity &amp; Trust</b> <i>Takes responsibility for personal actions, follows through on commitments, and instills confidence that all words and actions are the truth</i>	<ol style="list-style-type: none"> <li>1. Can be relied on to tell the truth regardless of the circumstances</li> <li>2. Does not blame others</li> <li>3. Ensures alignment between words and actions</li> <li>4. Acts in the best interest of others and for the greater good of the organization</li> </ol>
<b>High Performing</b> <i>Sets a high standard that represents the organization in the best light to both internal and external customers and produces results that exceed expectations</i>	<ol style="list-style-type: none"> <li>1. Uses strong, well-rounded written, and oral communication skills in a variety of situations</li> <li>2. Collaborates with managers, co-workers, peers, and external stakeholders to gain cooperation, information and buy-in, making work more effective and efficient</li> <li>3. Utilizes the mission of the organization to evaluate options and identify those that are most likely to move the business forward</li> <li>4. Identifies top talent to grow a culture of high performance</li> <li>5. Establishes clear expectations for self and others to achieve goals</li> </ol>

## Lead People: Enables others to achieve high performance and full potential

Competency and Definition	Behaviors
<b>Courageous</b> <i>Demonstrates understanding of concerns; takes responsibility and addresses them with fortitude and composure</i>	<ol style="list-style-type: none"> <li>1. Clearly identifies tough feedback situations and demonstrates ability to give feedback in a timely and effective manner</li> <li>2. Addresses issues and challenges with the appropriate persons and takes responsible risks</li> <li>3. Ensures controversy, misperceptions, and misunderstandings are quickly addressed and reconciled</li> <li>4. Leads with a strong sense of courage through the uncertainty, making bold transformational changes</li> <li>5. Demonstrates the ability to effectively manage conflict</li> </ol>
<b>Talent Focused</b> <i>Demonstrates the ability to create an environment that encourages outstanding individual performance from each employee</i>	<ol style="list-style-type: none"> <li>1. Demonstrates a commitment to the development and success of employees who are tasked with implementing and executing results by providing challenging work and opportunities for growth</li> <li>2. Motivates others to perform at their best</li> <li>3. Utilizes effective strategies to facilitate change initiatives and to overcome resistance to change</li> <li>4. Creates an environment that attracts highly talented, engaged, and productive employees</li> <li>5. Provides ongoing coaching and mentoring opportunities in an effort to promote continual learning and growth for employees</li> </ol>

## Lead an Organization: Guides overall strategic and operational direction

Competency and Definition	Behaviors
<b>Customer Focused</b> <i>Places the customer at the center of strategic and operational planning</i>	<ol style="list-style-type: none"> <li>1. Clearly identifies the full range of customers to be served</li> <li>2. Follows through on commitments</li> <li>3. Identifies and monitors customer metrics to improve performance</li> <li>4. Anticipates and responds to changing and evolving customer needs</li> </ol>
<b>Innovative</b> <i>Demonstrates flexible thinking while producing creative thought processes; open to suggestions of others</i>	<ol style="list-style-type: none"> <li>1. Offers new and unique ideas</li> <li>2. Demonstrates value to teams and organizations by providing original thought and connections to ideas outside own area of focus</li> <li>3. Demonstrates enthusiasm and support of innovative initiatives by others</li> <li>4. Balances perspective and forward thinking</li> </ol>
<b>Mission-Driven</b> <i>Demonstrates through actions, absolute clarity as to the purpose of the organization</i>	<ol style="list-style-type: none"> <li>1. Ensures the organization has a relevant mission that instills a sense of purpose</li> <li>2. Demonstrates focus on mission, goals, and priorities of the organization when making strategic decisions</li> <li>3. Clearly communicates the organization's mission to others</li> <li>4. Balances daily operational responsibilities while implementing long term mission-critical strategies</li> </ol>