

IMSA Core Competencies

Collaboration

Supports and encourages productive attitudes, behaviors, and practices in work teams which lead to desired outcomes.

- Demonstrates sensitivity to the concerns and viewpoints of others and responds appropriately.
- Engages in thoughtful and constructive dialogue that leads others to act in new, more productive ways.
- Builds trusting relationships with co-workers and constituents.

Communication

Insures that key issues are addressed and important information is provided quickly and effectively

- Uses active listening and discussion skills to identify issues, ensure understanding and facilitate problem solving.
- Presents problems to appropriate people in an honest, non-judgmental, and professional manner.
- Provides information quickly and accurately to internal and external customers.

Commitment to the Mission of the Academy

Demonstrates an understanding of the mission of the Academy and aligns their work to support the mission.

- Formulates and follows through on own goals and work plans that support IMSA's mission and institutional objectives.
- Supports and encourages an environment of trust and sensitivity to others' cultures, beliefs, and viewpoints (race, ethnicity, geographic origin, gender, religion, age, sexual orientation, and physical or mental disability).

Customer Service

Responds to internal and external customer's needs in a manner that provides added value and customer satisfaction

- Takes personal responsibility for customer satisfaction by identifying and mobilizing the appropriate resources to respond to customers' needs.
- Addresses customers/coworkers/students in a pleasant and professional manner.
- Responds appropriately to the reactions, attention level, and feelings of others.

Diversity/Multiculturalism

Supports and encourages an environment of trust and sensitivity to others' cultures, beliefs, and viewpoints (race, ethnicity, geographic origin, gender, religion, age, sexual orientation, and physical or mental ability)

- Works effectively with diverse groups/individuals to solve and/or prevent problems and complete projects.

- Supports an environment in which staff members feel respected and empowered to make meaningful contributions.
- Engages in dialogue and activities that build cross-cultural understanding and mutual respect (ie. shows respect for others, listens to other's perspectives and needs, works cooperatively with diverse groups, etc...)
- Appropriately challenges the unjust, unfair or uncivil behavior of others (individual or group)

Judgment and Problem Solving

Establishes clear priorities; differentiates what is important from what is not. Identifies situations and brings about resolution.

- Handles sensitive information and issues with discretion and tact.
- Considers alternative courses of action to resolve situations and outlines the risks/benefits associated with each action.
- Maintains composure under pressure.
- Makes effective decisions based on meaningful and relevant information and takes appropriate risks when necessary.

Planning and Organizing

Systematically plans a course of action for self and others to ensure the accomplishment of specific objectives.

- Gathers and analyzes pertinent information to plan an appropriate course of action through systematic process.
- Tracks and completes responsibilities in an accurate and timely manner.
- Demonstrates appropriate judgment when managing multiple tasks and new work demands in an efficient and effective manner.