



A GUIDE TO BEHAVIOURAL COMPETENCIES

What are behavioural competencies?

Behavioural competencies describe how you approach an activity or situation.

They are not the skills we use to do a particular job, such as how to use a PC or report writing. They are not the knowledge you need to complete a task, for example detailed knowledge of the Common Inspection Framework.

Behavioural competencies describe how we do something, such as manage our jobs, our homes or our lives generally, and the behaviours we use, for example decision making, information gathering and wider thinking.

Many other organisations use behavioural competencies in job descriptions these days, sometimes referring to them as personal attributes.

Where will I find the behavioural competencies for the role I have applied for?

You will find these on the Role Profile. There are **7 core** competencies applicable to every member of staff in Performance Through People. These are based on the Company's values and are fundamental to the way in which we work:

Core competencies:

- *Managing relationships*
- *Communication*
- *Meeting customers needs*
- *Quality Conscious*
- *Integrity*
- *Developing people*
- *Involving people*

PTP Values:

- *Promote lifelong learning*
- *Reward and celebrate success*
- *All learners are supported*
- *Involve all staff*
- *Support equality of opportunity for staff and learners*
- *Encourage self-review and continuous improvement*

In addition to the core competencies, other **key** behavioural competencies have been established for each job role (see Role Profile).

A descriptive summary of all behavioural competencies is detailed below:

People Focus

DEVELOPING PEOPLE

Demonstrates a genuine interest in coaching and developing others in order to improve performance

INVOLVING PEOPLE

Encourages the contribution of others and takes their views into account

MANAGING RELATIONSHIPS

Builds and maintains good relationships with customers and colleagues by adopting the most appropriate approach to deal with people and situations

INFLUENCING OTHERS

Influences others using rational arguments. Identifies basis for compromise and reaches agreement

COMMUNICATION

Conveys accurate information effectively using the most appropriate methods to reflect the needs of the audience and ensure mutual understanding

Business Focus

MEETING CUSTOMER NEEDS

Anticipates, responds to and seeks to exceed the expectations of existing and potential customers

BUSINESS AWARENESS

Has an up to date and detailed understanding of the needs of all our customers and the needs of PTP

PERSONAL RESULTS

Sets oneself clear and challenging objectives, striving to achieve them within agreed deadlines

BUSINESS DEVELOPMENT

Researches and obtains customers for PTP by building and maintaining useful working relationships

TEAM RESULTS

Sets clear and challenging objectives, inspiring and encouraging high performance in teams and individuals. Reviews progress achieved, publicly and privately recognising achievement

Personal Focus

SELF CONTROL

Performs effectively by keeping emotions under control, particularly in stressful and difficult situations

PERSONAL ORGANISATION

Efficient in one's use of time and works in a well structured way

SELF CONFIDENCE

Projects a realistic belief in one's own ability. Not afraid of criticism, will raise issues and challenge even in the face of expected or actual opposition

SELF DEVELOPMENT

Takes responsibility for personal improvement, learning from experience and new situations

DETERMINATION

Demonstrates repeated effort over a period of time, overcoming obstacles in order to achieve a goal

Change Focus

ADAPTABILITY

Responds positively to changing business circumstances and readily adapts behaviour to maintain effective performance

STRATEGIC APPROACH

Understands the long term direction of PTP and can relate this to one's own business area

INNOVATION

Thinks of and/or encourages new ideas, and is keen to experiment and see ideas implemented

Analytical Focus

INFORMATION GATHERING

Seeks the full range of relevant and accurate information in a methodical way

FORWARD PLANNING

Anticipates the possible demands and outcomes of a particular task or situation – plans and prioritises appropriately

ANALYSIS AND JUDGEMENT

Logically breaks down problems/situations into their essential parts and draws reasonable conclusions based on their analysis

DECISION MAKING

Makes timely and balances decisions, based on available information but is prepared to review if circumstances change

WIDER THINKING

Actively considers the wider picture, identifying patterns and connections between issues/situation that are not obviously related

Quality Focus

THOROUGHNESS

Is accurate, pays attention to detail and ensures tasks are completed on time

QUALITY CONSCIOUS

Consistently works to a high standard and looks for ways to improve current working practices and processes for the benefit of customers and PTP

INITIATIVE

Takes appropriate action before being asked and actively finds solutions to problems

INTEGRITY

Shows support for PTP's values – particularly demonstrating the highest levels of honesty and integrity