

# Dort FCU Competencies

## ◇ Leadership and Core Competencies March 2016

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# Core Competencies

<b>Member Engagement</b>	
Engaging our members and internal resources to achieve beneficial outcomes to provide an optimal member experience.	
<b>Member Thinking and Focus</b> <ul style="list-style-type: none"><li>• Looks at the member's viewpoint and represents them in making business decisions</li><li>• Proposes products and services the member needs and values</li></ul>	<b>Strengthens the Member Relationship</b> <ul style="list-style-type: none"><li>• Establishes a long-term relationship with the member through effective listening</li><li>• Demonstrates the ability to gather member commitment</li><li>• Understands DFCU products and services</li></ul>
<b>Member Responsiveness</b> <ul style="list-style-type: none"><li>• Helps members find the best solutions to their needs.</li><li>• Open and receptive to member complaints</li><li>• Establishes rapport and builds understanding</li></ul>	<b>Principles and Values</b> <ul style="list-style-type: none"><li>• Demonstrates the high standards of ethics and personal values</li><li>• Takes feedback and coaching well</li><li>• Models organizational values by treating people with dignity and respect</li></ul>

# Core Competencies

## Collaboration

Understanding the importance of effective, working relationships, modifying personal style and focusing on the needs of others. Listening effectively to ensure effective outcomes for the team

### Team orientation

- Works effectively within a team environment by modifying personal style
- Celebrates the contributions of other team members
- Practices empathy

### Boundaryless Communication

- Builds a diverse network of contacts
- Establishes rapport across the organization
- Works to tear down silos

### Building Common Purpose

- Establishes win/win relationships
- Involves everyone in decisions
- Identifies issues and opportunities

# Core Competencies

## Focus on Results

Initiating decisions and actions. Concentrating on achieving the outcomes of a process or project. Creating a culture of accountability.

### Holds self accountable

- Puts in the necessary effort to ensure the job is completed on time
- Brings appropriate focus to tasks
- Does not procrastinate

### Action Orientation

- Works at a high level of efficiency for long periods of time.
- Manages multiple assignments and projects at the same time

### Drives for Results

- Takes the lead on projects and in work groups
- Goes the extra mile to make sure results are better than expected
- Trusts own judgment and decisions

# Leadership Competencies

## Leading Self

Establishing credibility and leading with purpose in order to deliver results. Understanding one's own values.

### Create Accountability

- Create accountability for workgroup
- Stand behind decisions
- Hold people accountable
- Check in
- Provide effective feedback

### Self Awareness

- Shape an innovative future by inspiring others
- Drive high performance results
- Listen to ideas and better ways to do things

# Leadership Competencies

<b>Leading Others</b>	
Leading team achievement by effectively coaching and developing others. Building and maintaining relationships, resolving conflict and confronting team issues. Developing talent aligned with business goals	
<b>Coach and Develop for Results</b> <ul style="list-style-type: none"><li>• Coach for maximum performance</li><li>• Provide effective and timely feedback that employees accept and act upon.</li><li>• Balance seeking and telling</li><li>• Effectively delegates</li><li>• Guide the development of the team</li></ul>	<b>Partner With and Across Teams</b> <ul style="list-style-type: none"><li>• Effectively lead people to achieve and exceed targeted business and professional goals.</li><li>• Commit to continuous improvement</li></ul>
<b>Communicating Effectively</b> <ul style="list-style-type: none"><li>• Interacts well with others through verbal and nonverbal means.</li><li>• Engages and connects to all team members</li></ul>	

# Leadership Competencies

## Leading the Organization

Strategic thinking and acting, being a visionary. Gain commitment for performance

### Manage Work

- Explore the benefits of change and collaborate with others to make change work
- Identifying innovation opportunities, working

### Influence through personal power

- Communicate for positive impact and influence
- Persuade and motivate teams
- Build rapport and trust
- Leading the culture