

Competencies & Expectations

Competency	Description	Characteristics
Resilience	Embrace the challenge and stick with it. In it for collective results.	<ul style="list-style-type: none"> - Navigates ambiguity and change effectively - Thinks creatively and is solutions-oriented - Identifies roadblocks and a plan to solve - Continuously iterates based on feedback and learning
Critical Thinking	See around corners. Anticipate needs and have a desire to truly understand.	<ul style="list-style-type: none"> - Identifies root causes of issues - Gathers all relevant perspectives - Weighs the interrelationships between their actions and the broader organization and communicates impact accordingly - Is curious and asks the right questions
Judgement	Make decisions effectively, based on data and in the best interest of the student and the company.	<ul style="list-style-type: none"> - Says the thing - Does what's right, not what's easy - Influences and advocates across teams - Uses data to drive decision making - Knows when to take action, bubble up an issue and involve partners - Can make decisions and act without perfect or complete information
Effective Communication	Be clear. Be concise. Be empathetic.	<ul style="list-style-type: none"> - Communicates effectively across a wide range of channels and audiences - Demonstrates empathy and reflective listening - Communicates early and often - Gives context and defines the root cause to bring people along - Gives feedback regularly and participates in meetings
Business Acumen	Understand our business and goals. Be a champion for our business.	<ul style="list-style-type: none"> - Understands the profit and loss statement of our business and the drivers that move each component. - Fully grasps and where relevant, participates in the design of key company strategic initiatives - Can effectively prioritize work based on highest ROI - Understands the impact of change on people and culture