

Council's Staff Competencies

A	B	C	D	E	F
<i>ACTING RESPONSIBLY: Ability to hold self accountable for achieving results with integrity, transparency, rigor and respect for CCA values</i>					
<ul style="list-style-type: none"> • Consistently applies CCA principles, ethics and values • Performs assigned tasks • Devotes time and energy to tasks • Interacts with others fairly and objectively • Asks for information when faced with questions/circumstances of a sensitive or ethical nature 	<ul style="list-style-type: none"> • Openly supports CCA principles, ethics and values • Strives to meet expectations taking environment and others into account • Takes initiatives within own sphere of expertise • Builds relationships through honest and consistent behaviour • Refers to corporate code of ethics when faced with sensitive situations 	<ul style="list-style-type: none"> • Integrates CCA principles, ethics and values in own day-to-day work • Takes personal ownership for actions and results within own scope of responsibilities • Proposes proactive initiatives based on own expertise • Creates a climate of trust throughout professional relationships • Treats confidential issues with discretion 	<ul style="list-style-type: none"> • Promotes CCA principles, ethics and values • Assumes accountability for results even in situations beyond own control • Integrates others' expertise to optimize results • Acts proactively when faced with potential obstacles to trust • Uses judgement when dealing with ethical issues 	<ul style="list-style-type: none"> • Consistently exemplifies CCA principles, ethics and values • Holds self accountable for achieving results for CCA • Encourages others to go further and use their expertise and judgement • Encourages consistent behaviour based on trust • Anticipates ethical issues when making decisions 	<ul style="list-style-type: none"> • Leads integration of CCA principles, ethics and values across the organization • Sets standards of excellence and results for CCA • Implements strategies to foster empowerment • Exemplifies trustworthy behaviours • Implements framework and strategies to promote ethics
<i>BUILDING EFFECTIVE RELATIONSHIPS: Ability to listen, comprehend, and exchange information with others in order to foster open and ongoing communication and to establish respectful and professional relationships</i>					
<ul style="list-style-type: none"> • Communicates clearly and precisely • Actively listens to others • Seeks to develop constructive feedback skills • Shares appropriate information with people concerned • Willingly offers to help • Expresses own point of view in a respectful and constructive manner • Asks questions to better understand needs of the community 	<ul style="list-style-type: none"> • Presents appropriate information clearly and concisely • Adjusts own response to the body language of others • Uses constructive feedback to improve skills and knowledge • Initiates effective sharing of information with colleagues • Willingly supports colleagues by working collaboratively rather than competitively • Discusses issues without being defensive, and while preserving the dignity of others • Seeks feedback from the community to propose adjustments 	<ul style="list-style-type: none"> • Structures information in a straightforward and coherent manner • Detaches self from personal concerns and feelings • Integrates constructive feedback and suggestions to own work methods and practices • Uses judgement when determining relevant information to be shared • Helps others overcome obstacles to achieve team goals • Adapts arguments according to issues and common interests • Evaluates services to the community on an ongoing basis 	<ul style="list-style-type: none"> • Adapts communication style and content to situation or audience • Helps others express and clarify their thoughts • Provides constructive feedback and recognition on an ongoing basis • Fosters efficient sharing of relevant information within own team • Initiates team collaboration • Uses a straightforward approach while respecting the position of others • Helps community clarify and formulate long-term needs 	<ul style="list-style-type: none"> • Makes complex and high level messages accessible to everyone • Encourages others to acknowledge emotions and concerns • Encourages exchange of constructive feedback and recognition of employees contribution • Encourages sharing of information across CCA • Encourages others to help one another and to use respective strengths • Drives the negotiation process by seeking a win-win solution • Builds strong relationships with community based on trust and fairness 	<ul style="list-style-type: none"> • Inspires others when communicating complex or confidential topics • Practices an open-door leadership style • Implements a culture of constructive feedback and recognition • Implements appropriate structures for efficient sharing and use of information across CCA • Mobilizes others to support the work of teams across CCA • Reaches sustainable win-win agreements • Builds long term strategic alliances based on CCA principles and values
<i>ACHIEVING QUALITY RESULTS: Ability to deliver excellence and achieve quality results</i>					
<ul style="list-style-type: none"> • Delivers complete and accurate work in accordance with quality standards • Organizes work effectively to meet deadlines • Gives feedback on current ways of working • Maintains a positive attitude in face of change 	<ul style="list-style-type: none"> • Reviews work to ensure it meets expectations • Organizes own work distinguishing emergencies from priorities • Initiates new processes and ways of working • Actively manages own response to change 	<ul style="list-style-type: none"> • Integrates expected results and quality standards into day-to-day activities • Shifts priorities as required to deal with new or changing demands • Steps out of comfort zone by exploring unique ideas and approaches • Openly supports major change 	<ul style="list-style-type: none"> • Effectively influences courses of action to meet expected results and quality standards • Optimizes work planning to take into account impact on others • Creates and implements new practices, methods and processes to achieve quality results • Helps others overcome obstacles to change 	<ul style="list-style-type: none"> • Sets section/organizational goals and quality standards in accordance with CCA needs • Plans cross-functional activities focusing on organizational results • Fosters an environment that is conducive to generating new ideas • Plans changes according to anticipated impacts 	<ul style="list-style-type: none"> • Develops appropriate performance indicators aligned with corporate strategies • Gives clear direction for effective operational planning • Acknowledges added value and ownership of others' ideas by integrating them in future plans • Drives change by providing a long term vision