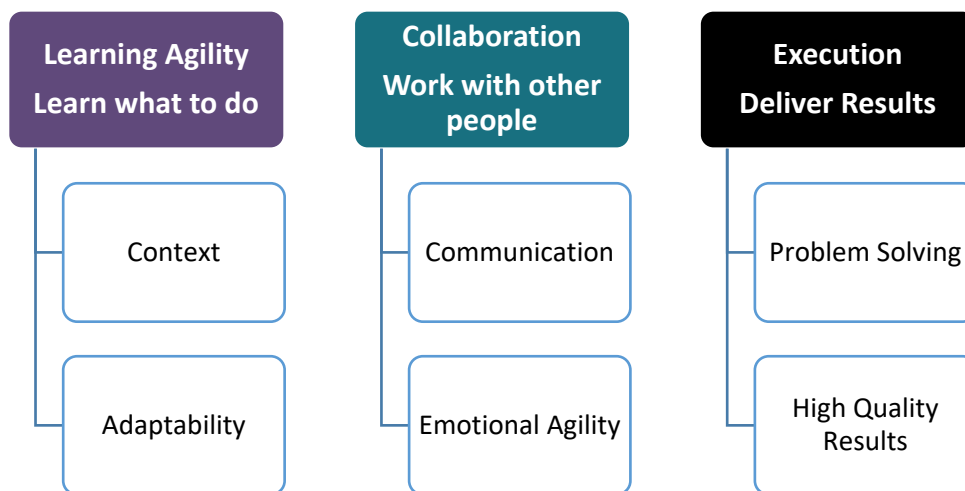


Examples of Non-Technical Skills



Skill Domain: Learning Agility, Context & Adaptability (i.e., learning to successfully perform the job role)

- Recognize when there is a learning gap and take initiative to find answers
- Highly trainable on products, processes, and are comfortable with technical data
- Learn the business and understand how their job connects to it
- Can constantly learn and adapt; are flexible as business and technology constantly changes
- Exercise strong problem-solving skills on small and large challenges we face daily
- Process large amounts of information from multiple inputs to filter and know which data to utilize
- Utilize technology in real time to find information to do the job

Skill Domain: Collaboration and Communication (i.e., working with other people)

- Communicate ideas clearly
- Communicate effectively with stakeholders and/or customers where their job impacts other areas of the business
- Use strong supportive communication that builds team efforts, including listening and giving others an opportunity to contribute
- Actively contribute to high levels of team interaction, dialogue, and feedback, including listening and asking critical questions
- Ask for what they need or find out how to get the answer
- Know which communication mode to use (written, in person, online, video conferencing, text, IM, email) and the appropriate tone (e.g., formal/informal)

- Adjust their communication based on the type of stakeholder (e.g., executive, customer, peer)
- Convey credibility when they communicate
- Feel empowered to speak up without seeking permission and expect to be heard
- Keep communications results-focused and succinct
- Follow up and ensure that the person to which their communication was directed received, processed, and used the information
- Utilize informal relationships to continually learn and teach others

Skill Domain: Collaboration and Emotional agility
(i.e., positive influence and conflict resolution)

- Manage their emotions in a positive way when there is a difference of opinion; they listen, seek to understand, and adjust their behavior appropriately
- Use inclusive language; monitor inferences made from casual interactions; improve interactions in an emotionally appropriate way
- Talk openly and directly about highly sensitive work situations, and are coachable on these sensitive situations
- Actively encourage team collaboration and perspectives, and puts team success first
- Respond in emotionally appropriate way when things go wrong or when they are offended
- Are accountable for their own productivity; are accountable to personal and work factors within their domain of control that contribute to their productivity
- Are teachable, humble, and know their place in a working environment
- Take responsibility for their own personal reputation or brand, embrace feedback structures, and address misperceptions

Skill Domain: Execution and Problem Solving
(i.e., ability to address roadblocks)

- Learn how their role fits into broader company ecosystem, and can cross-functionally work with stakeholders to address issues
- Identify core issues, incorporate multiple perspectives, and can communicate why a solution is most appropriate
- Operate autonomously and use their own problem solving methods to come up with a solution
- Can assume many different jobs; are flexible, agile, and respond quickly to constantly changing situations
- Don't get stuck on a problem, proactively raise the red flag, and allow others to influence the decision
- Dig deep with customers to understand fully a customer need, and then look for confirmations along that way that the solution solves the customer need
- Accept personal responsibility for managing work and personal process that are in their domain of control
- Can process information from multiple inputs, filter, prioritize, and formulate the next question that needs to be answered and how to elicit the information

- Know which online resources to use to solve a problem that is often not unique
- Identify disconnects in understanding, take perspective of both parties, and understand how sectors of the system will be affected by the ultimate decision
- Can break down huge problems into smaller pieces
- Bring new insights and new ways of thinking to problems - creativity and innovation
- Know when to bring in a supervisor rather than take a problem into their own hands

Skill Domain: Execution and High Quality Results
(i.e., Delivers great work product)

- Operate independently and proactively to get work done
- Have high energy and work ethic, who take risks, and determination to keep trying
- Contribute to ideas, products, processes, solutions, alternative solutions, and know how they can deliver value for the organization within their function
- Learn quickly so that they can quickly become a contributor, and readily helps other people with their knowledge
- Stretch and accept challenges, they go beyond the expectation
- Take personal responsibility for their productivity and managing work and personal factors within their domain of control
- Takes personal ownership to build the company, work toward the betterment of the company, and delivers value through their area of responsibility, and owns outcomes
- Are detailed oriented where the job requires
- Are determined to push through and finish what they started
- Build solutions that go to root causes, don't just fix the surface issues
- Passionate about learning and applying new learning
- Can swim in multiple lanes, jump into multiple projects
- Understand and comply with strict standards established for projects, very disciplined to not deviate from standard

Also Consider: Personal motivation
(i.e., energy/drive)

- High motivation to learn what is needed for the job and driven to get things done without being asked. Show up, contribute, participate.
- Proactive, bold, and risk-takers
- Energetic, enthusiastic, passionate, general excitement for life
- Highly motivated to learn new things, take on new projects, passionate about learning
- Highly flexible and adaptive to constantly changing environment
- Find meaningful purpose in their work
- Self reflective about their own motivations, open to coaching
- Motivated by the challenge of the project

- Willing to show their personality

Also Consider: Basic competencies

- Work ethic, work through task list, without having supervisor
- Understand the business and main goals of company, and how their job function connects to business and company goals
- Play nice with others, control your emotions, respect others opinions, encourage participation, can both lead and follow
- Manage time effectively, be consistent and dependable
- Adapt to constant change and understand need for flexibility, innovation, cross functional collaboration, and urgency.
- Can successfully utilize a significant training period to learn systems, and successfully transition from school life to professional life
- Quickly learn extensive systems and processes, and build relationships to continue to learn
- Responsible for home and financial management, manage stress bleeding into work, and manage personal and work factors within their domain of control
- Take care of hygiene, are physically presentable
- Presentable in front of clients, use appropriate language in front of clients
- Aware of natural hazards and environmental factors and don't put others at risk
- Observe culture of problem solving and adopt those skills
- Value doing the right thing and adhere to values of honesty, ethics, safety, inclusion, respect
- Feel empowered to share ideas and suggestions on things we should do differently
- Comfortable with open and transparent environment where we share goals and results
- Act like an owner of the company - don't steal, contribute value, care about outcomes
- Observe culture of family-oriented environment, and are friendly and service-oriented in the way we communicate with our team and customers