Competencies are observable and identifiable skills, knowledge, abilities, or attributes that directly affect the performance of an employee in their job, demonstrated as behaviors. In essence, competencies help managers evaluate "how" an employee achieves their performance goals and performs their job.

The Performance Management module in MyPURPOSE has two sets of competencies. All employees will be assigned the Core Competencies; supervisors will be assigned the Leadership Competencies.

Competency Type	Competency
Core Competencies	Customer Service Teamwork and Cooperation Accountability Adaptability Communication Professional Development
Leadership Competencies	Talent Management Team Leadership Change Management

- Core Competencies: Applies to all eligible employees and speaks to the core values of the Commonwealth. These core set of competencies enable competitive performance. These represent behaviors all employees should demonstrate.
- Leadership Competencies: Applies to all eligible supervisors. These represent behaviors all leaders should demonstrate.

Core Competencies for Employees

Competency	Description
Customer Service	Honors the organization's commitments to customers by providing helpful, courteous, accessible, responsive, and knowledgeable service and information to external and internal customers.
Teamwork and Cooperation	Cooperates with others to accomplish common goals. Works with employees within and across his/her department to achieve shared goals. Treats others with dignity and respect and maintains a friendly demeanor. Values the contributions of others.
Accountability	Accepts full responsibility for self and contribution as a team member. Displays a strong commitment to organizational success. Demonstrates a commitment to delivering on his/her duties and responsibilities. Requests and uses leave in accordance with policies and procedures. Notifies supervisor directly if an unscheduled absence is necessary. Arrives at and leaves workstation per approved schedule. Observes rules concerning work schedules, breaks, and lunch periods.
Adaptability	Demonstrates ability to adjust readily to different conditions. Adjusts to change and different ways of doing things quickly and positively. Does not shy away from addressing setbacks or concerns. Deals effectively with a variety of people and situations. Appropriately modifies thinking or approach as the situation changes.
Communication	Respectfully listens to others to gain a full understanding of issues. Presents information in a clear and concise manner, orally and in writing, to ensure others understand his/her ideas. Appropriately adapts his/her message, style, and tone to accommodate a variety of audiences.
Professional Development	Demonstrates a commitment to professional development by proactively seeking opportunities to develop new capabilities, skills, and knowledge. Acquires the skills needed to continually enhance his/her contribution to the organization and to his/her respective profession.

Leadership Competencies for Supervisors

Competency	Description
Team Leadership	Effectively manages and guides group efforts. Tracks team progress, adequately anticipates issues, and adjusts as needed to achieve team goals. Provides appropriate feedback concerning group and individual performance, including areas for improvement.
Change Management	Identifies, plans, implements, and supports changes that are aligned with the organization's vision and values. Develops innovative approaches to address problems. Leads continuous improvement in programs and processes. Leads effective and smooth change initiatives. Is a visible role model for others.
Talent Management	Clearly establishes and communicates expectations and accountabilities. Monitors and evaluates performance. Completes required performance evaluation system trainings, meetings, and documentation. Provides effective feedback and coaching. Identifies development needs and helps employees achieve optimal performance and gain valuable skills that will translate into strong performance.