

Conscientiousness

Competency Development Activities

Competency Definition

Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior and displays a professional image.

Developmental Activity Levels

All (A)

Applies to all competency levels

Beginner-Basic Knowledge (B)

A person at the Beginner-Basic Knowledge level has limited experience applying the competency. He/she applies general knowledge in common situations but has limited practical experience in applying the competency in a work environment presenting more complex situations.

Mid-level (M)

A person with mid-level proficiency has applied the competency repeatedly and successfully in the performance of his/her job but still has much to learn about the advanced aspects or behaviors associated with the competency. A person at this level can usually apply the competency on his/her own.

High (H)

A person at the High level has extensive knowledge of and experience with this competency and can apply the competency exceptionally well on the job without assistance. At this level one is an expert and has enough experience to teach the competency to others.

Articles, Books, and Websites

There are no reading suggestions for this competency.

Activities

B Identify and implement one visible action you can take to clearly and consistently convey your passion for the job, your team and your co-workers.

B Quiz yourself at the end of each month on instances where you have gone back on your word or failed to follow through on an action. Follow up on these instances and ensure they are avoided in the future.

B When making commitments, do whatever it takes to meet them. This includes keeping the

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people involved updated on your status, especially if the commitment needs to be renegotiated.

B Demonstrate loyalty to others, especially when they are not present. The next time that you hear a colleague being unfairly criticized when the colleague is not present, defend the colleague's behavior. By defending those who are absent you will gain the trust of those present.

B Volunteer for extra work or special projects to help the organization meet its objectives.

Coaching Suggestions for Managers

M Talk with team members about the organization's values. Together, identify opportunities to demonstrate each of them in the workgroup. Check periodically to see if the team members have followed through.

M Suggest that team members establish a process of recognizing those who exemplify the values of the organization. For example, provide an example in communication meetings, post congratulations on e-mail, take a person to lunch.

M Model the conscientious and responsiveness you expect of your direct reports by being available and helpful to them when they are having problems affecting their work.