

## **Leader Job Skills & Abilities**

### **Ensuring Employee Accountability**

- Communicates clear goals and responsibilities to employees.
- Monitors employee performance and holds them and oneself accountable for completing tasks/responsibilities in a quality and timely manner.
- Firmly, promptly and equitably addresses compliance and performance issues.

### **Fostering Connection and Belonging**

- Recognizes and appreciates others for their contributions and achievements.
- Enlists the active participation of everyone on the team.
- Consistently connects employee and department work to the organization's mission and vision.
- Promotes cooperation across departments.

### **Influencing and Leading Change**

- Seizes opportunities to influence the future direction of his/her department, campus or organization.
- Helps employees develop a clear understanding of what they will need to do differently during change.
- Helps individuals and groups manage the anxiety associated with change.
- Celebrates successful changes with teams.

### **Making Effective Decisions**

- Demonstrates sound judgment and problem solving techniques that support the department, campus and organization.
- Solicits input from employees and other stakeholders, and incorporates feedback into decision making.
- Is willing to make decisions in difficult or ambiguous situations, when time is critical.

### **Managing Employee Performance and Development**

- Supports employees in their efforts to achieve job goals by providing resources, removing obstacles, acting as a buffer, etc.
- Stays informed about employee progress and performance through both formal methods (such as status reports) and informal methods (such as management by walking around).
- Provides both positive and corrective performance feedback in a timely manner, and coaches for improved performance.

### **Demonstrating Emotional Skills/Intelligence (EI)**

- Understands own strengths and weaknesses and how their actions affect others.
- Is able to stay flexible and positive around others by thinking before acting.
- Is able to pick up on emotions in other people and understand what is really going on.
- Manages interactions with others effectively, demonstrating an ability to find common ground and build rapport.