

**COUNTY OF RENFREW  
CORPORATE & DEPARTMENTAL  
BEHAVIOURAL COMPETENCIES**



**FOCUS ON RESULTS**

Works to set organizational and/or individual objectives, works to excel and to increase one's effectiveness on-the-job, maintains a focus on the task and desired results, identifies opportunities for increasing the bottom line

***Corporate  
Competency***

- Anticipates obstacles that may arise, and creates contingency plans to address them before they impede one's ability to achieve goals
- Continues to work toward objectives over time despite repeated obstacles, putting in as much effort as is required to achieve the result
- Keeps staff informed on an ongoing basis of their progress toward achieving their goals
- Works cooperatively with others to accomplish objectives and meets the most important short- and long-term goals
- Actively defines own role consistent with the company objectives and value

**PROFESSIONALISM**

Dedicated to enhance the professionalism of our employees by continuously expanding their knowledge, raising their standards of service delivery and conducting themselves responsibly

***Corporate AND  
Departmental  
Competency***

- Maintains composure in the midst of changing circumstances and priorities
- Remains calm to assist in calming others as well, in profoundly difficult or sensitive situations that affect everyone involved
- Says "no" to unreasonable or unethical requests
- Works with others to accomplish objectives and meets the most important short- and long-term goals

**CLIENT SERVICE ORIENTATION**

Anticipates and responds to the needs of internal and external customers, develops and maintains strong relationships with internal and external customers

***Corporate AND  
Departmental  
Competency***

- Actively seeks knowledge of client by asking questions to understand the nature and strategic direction of client's business
- Expends significant time and effort to meet important commitments made to internal or external customers
- Explains products to others, integrating an understanding how business is conducted at the client into the discussion
- Offers unsolicited help to those in need
- Presents examples and/or suggestions to others on the team on how to improve services to clients
- Responds promptly to customer needs according to the customer's time request

**MANAGING CHANGE AND TRANSITION**

Recognizes changes in the internal and/or external environment, responds to these changes in a timely manner

***Departmental  
Competency***

- Comfortably realigns one's commitments and priorities when new priorities move to the forefront
- Keeps informed of changes that are likely to affect one's work in order to be ready for the change
- Makes self available and accessible to help others during the change process
- Recognizes how change affects one's respective work group and anticipates reactions of others to help them work through the change process constructively
- Speaks positively of the change in order to support team members through times of change
- Treats negative events and experiences as learning and growth opportunities, seeking feedback as appropriate and moving forward in a confident manner