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

- 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

- 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

- 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

- 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