

Competency Model of Performance Management

The Competency Model is the core of the performance management process at the University of New Hampshire. Competencies are the behavioral success factors that distinguish excellent performance in a specific work setting.

A competency model for any staff position at the University of New Hampshire helps to integrate the University's organizational values with the knowledge skills and abilities necessary for high performance in that position. Competencies go beyond what needs to be done into *how it needs to be done* by integrating position requirements with the underlying competencies and attending observable behaviors for each position. These behaviors describe what effective performance looks like in terms that can be clearly understood by anyone. The job-requirement based performance competencies and behavioral objectives become the basis for the Performance Management and Professional Development Process.

CORE COMPETENCIES

- 1) **Commitment to the Values of the University:** Promotes a safe and inclusive environment that provides for the open exchange of ideas and the virtues of integrity and honesty
- 2) **Quality:** Provides high quality services, processes, programs and products while consistently seeking ways to improve outcomes and enhance service
- 3) **Collaboration and Teamwork:** Supports a positive team environment in which members participate, respect and cooperate with each other to achieve desired results
- 4) **Professionalism and Accountability:** Demonstrates enthusiasm for and commitment to the position and accepts responsibility for personal actions
- 5) **Job-specific Knowledge and Skills:** Acquires and applies knowledge, skills, and experience to accomplish results

For employees in supervisory/management positions:

- 6) **Leadership & Management:** Provides direction, motivation and an example through open communication and modeling best practices
- 7) **Performance Management and Development:** Provides appropriate advice, on-going feedback, support and resources to improve effectiveness of individuals and teams