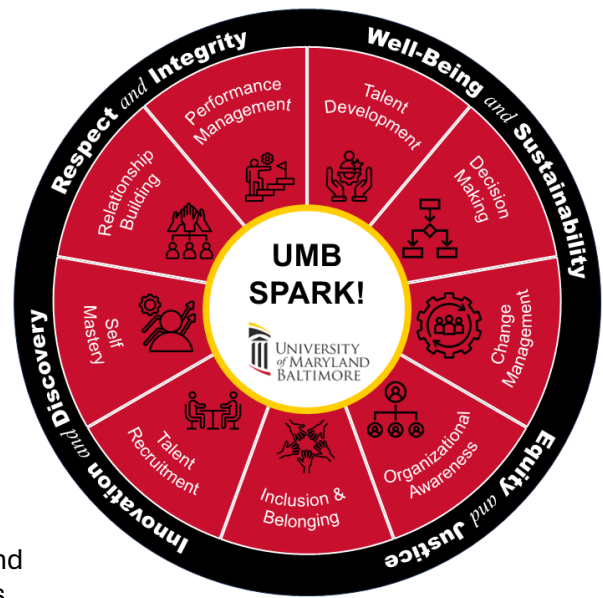


UMB SPARK! Supervisor Core Competencies

Self-Mastery

- Effectively navigates various work-related situations by demonstrating awareness of their own behaviors and actively seeking and applying feedback for continuous improvement.
- Demonstrates the ability to efficiently, effectively, and accurately execute and manage daily responsibilities, ensuring that tasks, assignments, and projects are completed with a high degree of accuracy, on time, and in alignment with institutional standards.
- Takes accountability for planning, organizing, and executing responsibilities with careful attention to both the quality and quantity of work produced, while considering the diverse perspectives of others.
- Effectively utilizes available resources and ensures compliance with relevant policies, procedures, laws, and regulations to support both team and institutional goals.
- Actively pursues ongoing personal and professional development to enhance leadership effectiveness.
- Adheres to occupational safety and health standards by following required protocols, reporting unsafe conditions, contributing to a safe work environment, attending mandatory training, and using personal protective equipment as needed.



Relationship Building and Management

- Builds and maintains effective, positive relationships with peers, subordinates, stakeholders, and customers through professional interactions.
- Aligns behaviors and decisions with required goals and objectives, demonstrating respect, reliability, honesty, and consistency in communications and actions.
- Ensures open communication regarding resources, priorities, and expectations. Demonstrates awareness and consideration of diverse perspectives and needs while both giving and receiving constructive feedback.
- Resolves conflicts in a professional and solution-oriented manner, facilitating discussions to achieve appropriate solutions. Fosters a collaborative and productive work environment.

Performance Management

- Effectively manages employee performance and prioritizes tasks and assignments. Maintains clear communication and sets SMART goals—specific, measurable, achievable, relevant, and time-bound.
- Regularly reviews and evaluates performance, providing coaching, feedback, and guidance to drive improvement in accordance with the institution's established performance cycle review dates.
- Recognizes achievements and addresses areas for growth. Facilitates professional development by supporting training opportunities.
- Adapts performance management strategies based on employee performance and changing conditions to ensure continuous development and success.

Talent Development

- Provides guidance and constructive feedback to enhance employee's knowledge and skills, enabling them to accomplish tasks, solve problems, and perform effectively.
- Facilitates professional development by supporting training opportunities and resources.
- Collaborates with employees to create individual development plans that promote career growth.
- Assesses employee strengths and talents and provides support for continuous career development.



Decision Making

- a. Demonstrates effective decision-making skills.
- b. Collaborates with team members and stakeholders when appropriate.
- c. Carefully evaluates risks and benefits, considering both short- and long-term goals.
- d. Ensures decisions are well-informed, balanced, and aligned with team and institution's goals, objectives, policies, procedures, and core values.
- e. Clearly articulates decisions and their rationale, adjusting them as necessary in response to new information or changing circumstances.

Change Management

- a. Effectively leads change.
- b. Guides teams toward clear objectives and involving stakeholders throughout the process.
- c. Communicates transparently with regular updates to ensure alignment and understanding.
- d. Develops and executes practical implementation plans, monitors resource availability, and assesses the effectiveness of change initiatives.
- e. Anticipates and addresses challenges, in a timely manner, adapting strategies as needed to ensure successful and sustainable outcomes.

Organizational Awareness

- a. Demonstrates understanding of the institution's mission, vision, values, and strategic goals, as well as the specific objectives of their assigned School or Administrative Unit.
- b. Applies this knowledge to drive success within the scope of their work.
- c. Aligns actions and decisions with institutional, School, and Unit priorities. Stays informed about relevant trends, policies, and regulations that may impact both the institution and their specific area of responsibility by utilizing available communication channels-
- d. Ensures compliance with relevant policies, procedures, and expectations to support institutional, School, and Unit goals.
- e. Utilizes resources to support the achievement of goals within scope of responsibility.

Inclusion and Belonging

- a. Leads by example by cultivating a diverse and inclusive work environment for all employees at all levels.
- b. Actively creates, promotes, and advances a climate of inclusion, respect, and openness for all employees.
- c. Treats people fairly and equitably regardless of identity, experience, or background in the implementation and application of policies, practices and procedures.
- d. Supports diversity initiatives, mentors and develops diverse talent, and cultivates an inclusive team culture.
- e. Ensures that leadership practices reflect the institution's commitment to equity, diversity, and inclusion, creating a workplace where all employees experience a sense of belonging.

Talent Recruitment and Management

- a. Collaborates with Human Resource Services throughout the hiring process.
- b. Demonstrates a thorough understanding of the recruitment process and the role of each stage in selecting the right candidate.
- c. Promotes fair and equitable interviewing and hiring practices.
- d. Designs effective onboarding programs to facilitate the integration of new hires into the team and organization.
- e. Exhibits comprehensive knowledge of and adherence to essential employment laws.

