## AO Leadership Competency Model

Staff: Anyone who supervises one or more staff.

**Domains** 

# Skills

#### PROFESSIONAL EFFECTIVENESS

The mastery of personal awareness and interpersonal skills, which enables leaders to manage themselves and communicate their brand and message.

Communication
Emotional Intelligence
Presentation Skills

#### RELATIONSHIP MANAGEMENT

The ability to establish and maintain professional relationships to support strategic goals and a culture of trust and collaboration.

**Conflict Management** 

Motivation

Collaboration

Influence

Delegation

Coaching for Performance

Managing Change

### BUSINESS ACUMEN

The understanding of business operations at the financial, functional, and strategic levels, while maintaining a customer focused approach.

Managing Projects

Financial Acumen

**Customer Focus** 

Talent Management

#### ANALYTICAL INTELLIGENCE

The application of systematic thinking analysis, and data interpretation to support organizational objectives.

Critical Thinking

Managing & Mastering Data

