TUFTS ORGANIZATIONAL COMPETENCIES

Tufts Organizational Competencies identify knowledge, skills, and behaviors that all employees need in order to ensure outstanding performance in carrying out their job responsibilities. These competencies were identified by Tufts employees and are an important part of the way we do work.

Expertise
- Demonstrate essential skills for a position
- Share expertise
- Support others in learning and skill building
- Show pride in work
- Commit to ongoing professional development

Interaction with Others
- Demonstrate requisite communication skills
- Be open to different viewpoints
- Show respect for others
- Collaborate on joint projects and decisions
- Give and receive candid and helpful feedback

Continuous Improvement
- Contribute to measurable improvement made in systems or processes
- Develop system efficiency
- Value innovation and creativity
- Commit to generating new solutions and ideas

Customer Focus
- Pay attention to and focus on customer satisfaction
- Develop effective and appropriate relationships with customers
- Anticipate and meet the needs of both internal and external customers
**Resourcefulness and Results**
- Work effectively in a variety of situations
- Demonstrate good work habits, flexibility, creativity, and initiative
- Use multiple resources to achieve desired results
- See input and assess risks when making decisions
- Take action
- Commit to getting things done

**Leadership**
- Model desired behaviors
- Act as a catalyst for change through positive energy
- Articulate goals and objectives and their value