SRO Behavioral Competencies

SRO prioritizes two areas of behavioral competency which reflect *how* we carry out our job responsibilities. This is an important element of how we do our jobs, work together, and meet our clients' expectations.

Engagement

- Demonstrates **responsibility/accountability** for assigned tasks and contributions to tasks.
- Understands the **risks**, constraints, and limits under which operations occur.
- Is **mindful of timelines/schedules**; considers potential impact, consequences, and risks.
- Demonstrates **adaptability/flexibility** to changes in priorities and workload.
- Takes **initiative**; acts with self-direction and independence.
- **Prepares** for and effectively **contributes** in meetings and discussions.
- Demonstrates **resourcefulness**; takes responsibility to know and apply our internal policies resources; seeks advice on new approaches.
- Represents SRC/SRO in **professional and proficient** ways through external or internal interactions

Collaboration

- Builds and maintains **positive interpersonal relationships** working with others.
- Understands the **interdependence** and fosters **cooperative work** between SRO subunits.
- Builds and maintains **rapport and cooperation** with co-workers to meet project and unit deliverables.
- Puts **welfare of team** above personal gain; works toward mutually agreeable solutions; moves between leader and follower role; solicits input from others within or across units.
- Finds opportunities to **further team objectives** and unit goals beyond individual's assigned tasks.
- Builds trust by **interacting honestly and fairly**; keeps commitments to colleagues; demonstrates accountability for the impact of one's own work and decisions.
- **Acknowledges contributions** of others.
- Brings a participatory and constructive approach to **problem-solving**.
- Considers situation, audience and purpose in **communication**; responds in a timely manner. Appropriately selects mode of communication for nature and complexity of content.
- Demonstrates **active listening.**
- Gives **constructive feedback** in a timely manner with positive intention; recognizes, understands, and acts on constructive feedback.
- Is an approachable, responsive **resource for others**; shares knowledge proactively.
- Seeks respectful resolution to **interpersonal conflicts**; learns to prevent similar situations from recurring.