

## MACMILLAN COMPETENCIES

### Definitions of competencies

#### **1. Improving Customer Service**

Ability to shape products/services based on customer needs, and to provide the highest quality and consistency of support.

#### **2. Focusing on Outcomes**

Ability to achieve stretching goals and realise business benefits, using the simplest way to deliver results.

#### **3. Building and Maintaining Relationships**

Ability to develop strong, collaborative relationships with stakeholders from all communities and backgrounds.

#### **4. Communications and Influencing**

Ability to communicate consistent messages with integrity and gain commitment from different audiences.

#### **5. Planning and Prioritisation**

Ability to develop clear workable plans and establish the key, cost effective contributions to ensure success.

#### **6. Problem Solving and Decision Making**

Ability to diagnose problems, provide innovative solutions and make logical, timely decisions.

#### **7. Dealing with Change**

Ability to respond positively, quickly and flexibly to organisational changes.

#### **8. Learning and Development**

Ability to encourage and create a climate of learning, passionate about developing and improving to meet organisational goals.