

PLANNING

PLANNING & ORGANIZING
MANAGING PROJECTS
GOAL SETTING

ACHIEVING

DRIVING ORGANIZATIONAL RESULTS
STRATEGIZING & VISIONING
TECHNICAL & FUNCTIONAL
EXPERTISE
FOCUSES ON SERVICE
EXCELLENCE

BUILDING

INSPIRING TRUST
MANAGING RELATIONSHIPS
BUILDING &
SUSTAINING TEAMS

Snapshot Training Academy

Competency Framework



COMMUNICATING

DISPLAYING INTERPERSONAL
EFFECTIVENESS & IMPACT
COMMUNICATING
EFFECTIVELY

SOLVING

CRITICAL THINKING &
ANALYSIS
DECISION MAKING
CREATIVITY &
INNOVATION

MANAGING

ETHICS & INTEGRITY
ADAPTABILITY & ACCOUNTABILITY
INITIATIVE & MOTIVATION
RESOURCE MANAGEMENT
UTILIZES EMOTIONAL
INTELLIGENCE

LEADING

EMBRACING & LEADING CHANGE
MANAGING & INSPIRING STAFF
MANAGING CONFLICT
SUPPORTING DIVERSITY
& INCLUSION