

University of Wisconsin – Milwaukee
Division of Student Affairs
Supervisor Leadership Development Program
Leadership Core Competencies

Leading Others

Communication

Strives for clarity. Checks for understanding. Listens actively. Summarizes. Honest. Shares information. Adapts style to situation. Uses multiple channels. Concise writer using proper grammar. Effective speaker/presenter.

Relationships

Works to build trust. Manages and mediates conflict effectively. Facilitates discussions and meetings to achieve goals and strengthen relationships. Handles sensitive issues with assertive diplomacy. Seeks to understand individuals and manage strategically.

Develops Others

Empowers. Provides training. Delegates. Fosters personal and professional growth. Mentors.

Values Diversity

Promotes inclusiveness, cooperation and respect for differences in people and perspectives.

Builds Teamwork

Defines expected teamwork behaviors and holds self and team members accountable. Fosters positive environment. Demonstrates authentic drive and enthusiasm. Addresses issues quickly

Manages Performance

Sets goals and priorities. Motivates. Inspires. Gives recognition and expresses gratitude. Gives feedback constructively. Disciplines fairly, respectfully. Empathetic without lowering standards. Hires the best.

Leading the Organization

Change Management

Fosters improvement, innovation and learning. Structures change implementation strategically. Shares and seeks out best practices. Influences not just based on authority.

Problem Solving / Decision Making

Anticipates issues. Analyzes causes and researches facts carefully. Acts quickly when needed. Involves others when needed. Learns from mistakes. Discovers and explains rationale for decisions. Exercises good judgment. Negotiates effectively.

Service Focus

Incorporates commitment to student well-being and success into decision making, communication and new initiatives. Sets high standards for quality service to internal and external stakeholders.

Leading the Self

Self-Management

Models ethics and integrity. Admits mistakes. Manages stress, emotions. Displays self-awareness. Acts based on knowledge of strengths and weaknesses. Demonstrates openness and flexibility. Organizes time and work practices effectively. Focuses on priorities.