

The Eight Universal Management Competencies

The eight Universal Management Competencies represent the most critical leadership performance areas.

These competencies are:

- **Communication** – Including the skills of listening to others, processing information and communicating effectively.
- **Leadership** – Covering the abilities of instilling trust, providing direction and delegating responsibility.
- **Adaptability** – Encompassing the skills of adjusting to circumstances and thinking creatively.
- **Relationships** – Assessing the capabilities to build relationships and facilitate team success.
- **Task Management** – Gauging the level of aptitude for working efficiently and competently.
- **Production** – Appraising the ability to initiate action and achieve results.
- **Development of Others** – Measuring proficiencies in cultivating individual talents and in motivating successfully.
- **Personal Development** – Including the behaviors of displaying commitment and seeking improvement.

Universal Management Competency Elements

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| <p><i>Leadership</i> Instills Trust Provides Direction Delegates Responsibility</p> | <p><i>Adaptability</i> Adjusts To Circumstances Thinks Creatively</p> |
| <p><i>Relationships</i> Builds Personal Relationships Facilitates Team Success</p> | <p><i>Task Management</i> Works Efficiently Works Competently</p> |
| <p><i>Production</i> Takes Action Achieves Results</p> | <p><i>Development of Others</i> Cultivates Individual Talents Motivates Successfully</p> |
| <p><i>Personal Development</i> Displays Commitment Seeks Improvement</p> | <p><i>Communication</i> Communicates Effectively Processes Information Listens to Others</p> |