

Competencies

Operational strength

Accuracy

Effectively handling detailed information and being consistently attentive to details.

Decisiveness

Independently making decisions and sticking to them; having the courage to make firm decisions.

Delegating

Delegating work in an understandable, structured, and verifiable manner.

Devotion to quality

Demanding a high quality of provided products and services, and acting accordingly.

Directing

Directing others, taking charge.

Dutifulness

Demonstrating commitment to agreements.

Negotiating

Coming to an agreement in situations in which people have a common objective but different interests.

Performing under pressure

Maintaining an effective performance under pressure, or when faced with setbacks or disappointment.

Planning

Systematically organising activities and setting time frames, setting priorities.

Presenting

Presenting one's own point of view in such a way that the information is conveyed effectively.

Result-oriented

Being focused on achieving objectives and results, persevering in the face of adversity.

Structuring

Applying, implementing, and maintaining structure in day-to-day business.

Interpersonal strength

Adaptability

Purposefully adapting actions to different individuals.

Analysing people's motivations

Finding out other people's perspectives.

Cooperation

Working with others in order to effectively contribute to a common objective.

Creating support

Imagining other people's concerns and involving them in changes.

Customer focus

Identifying, and actively responding to, clients' wishes and needs.

Listening skills

Being able to gather important information through verbal communication, obtaining clarification by asking questions.

Motivating

Stimulating staff members to display desirable behaviour or perform the desired activities.

Organisational sensitivity

Recognising the impact of one's own decisions or actions on other parts of the organisation.

Persuasiveness

Presenting ideas and opinions with arguments and eloquence in order to reach an agreement.

Providing feedback

Giving scope to staff members by sharing one's views on their performance.

Social skills

Being able to successfully establish contact with others.

Teambuilding

Encouraging cooperation within the team in order to achieve common objectives.

Personal strength

Assertiveness

Effectively standing up for oneself.

Commercial drive

Demonstrating the will and the strength to generate business.

Drive

Drive, passion.

Entrepreneurship

Identifying and/or creating new possibilities within new or existing frameworks.

Flexibility

Being able to change one's own behaviour or approach in order to achieve a certain objective.

Initiative

Identifying opportunities and taking action.

Integrity

Complying with generally accepted standards in activities related to the position.

Personal development

Being aware of one's own strengths and weaknesses; consciously working on personal development.

Sensitivity

Recognising, and responding to, other people's motives and feelings.

Service-oriented

Being focused on supporting others in achieving their objectives.

Stress resistance

Being able to handle stress.

Vitality

Lively and enthusiastic demeanour.

Willingness to change

Dealing with changes, the ability to relate to the common interest, and the willingness to act accordingly.

Conceptual strength

Analysing and forming opinions

Being focused on examining matters in a systematic way.

Creativity

Providing original solutions to problems. Coming up with new work methods and alternative angles.

Helicopter view

Maintaining an overview of the situation, and taking some distance in order to create an overview.

Innovating

Identifying opportunities to implement changes and improvements.

Market orientation

Demonstrate being well informed about developments in the market.

Situational awareness

Demonstrate being well informed about developments in one's environment and effectively using this information for one's own organisation.

Strategic insight

Setting strategic objectives for the organisation.

