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.