

Introduction to Success Profiles

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In-Service

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Objectives

At the end of this session staff should:

- Know the parts of a Success Profile
- Be able to read and understand a Success Profile
- Know how a Success Profile relates to performance and development



What is a Success Profile?

- Your Success Profile describes what “good performance” looks like in your role
- Your Success Profile contains the traits and behaviors necessary for high performance in your role

Why do I need a Success Profile?

- Creates a framework for success in your role
- Clearly shows how performance is tied to specific, observable traits and behaviors
- Helps you to grow as an individual, a leader and within the agency



The 3 Parts of Your Success Profile

1. Core Competencies (every staff member)
2. Functional Competencies (by job family)
3. Leadership Competencies (by level of responsibility)



1. Core Competencies (4)

- Apply to all staff members
- Align with our core values
- Should be demonstrated on a consistent basis



2. Functional Competencies (4)

- Apply to specific job families
- To be demonstrated by everyone within a job family, regardless of role



3. Leadership Competencies (4)

Apply to specific levels of responsibility across the agency:

- Senior Leaders (Executives + Vice Presidents)
- Directors
- “Emerging Leaders” (Managers + Coordinators)
- Leads
- Individual Contributors



Executive Job Family

Functional Competencies



Being Resilient

Is confident under pressure; handles and manages crises effectively; maintains a positive attitude despite adversity; bounces back from setbacks; grows from hardship and negative experiences



Global Perspective

Looks toward the broadest possible view of an issue/challenge; thinks and talks in global terms; understands the position of the organization with a global context; knows the impact of global trends on the organization.



Cultivates Innovation

Is confident under pressure; handles and manages crises effectively; maintains a positive attitude despite adversity; bounces back from setbacks; grows from hardship and negative experiences



Drives Engagement

Is confident under pressure; handles and manages crises effectively; maintains a positive attitude despite adversity; bounces back from setbacks; grows from hardship and negative experiences

Core Competencies

Leadership Competencies



Manages Ambiguity

Deals comfortably with the uncertainty of change; effectively handles risk; can decide and act without the total picture; is calm and productive, even when things are up in the air



Manages Complexity

Asks the right questions to accurately analyze situations; acquires data from multiple and diverse sources when solving problems; uncovers root causes to difficult problems



Strategic Mindset

Anticipates future trends and implications accurately; readily poses future scenarios; articulates credible pictures and visions of possibilities that will create sustainable value



Situational Adaptability

Picks up on situational clues and adjusts in the moment; readily adapts personal, interpersonal, and leadership behavior; understands that different situations may call for different approaches

Executives

Chief Executive Officer

Chief Administrative Officer

Chief Health Officer

Chief Quality Officer

Chief Strategy Officer

Chief Financial Officer

Summary

- What are the three main parts of a Success Profile?

Core, Functional and Leadership Competencies

- In the future, what things will you be able to navigate to from the Success Profile?

Competency documents and Job descriptions

- How do Success Profiles relate to performance and development?

Show competencies that relate to specific, observable traits and behaviors and offers resources to help develop those behaviors



Next Steps

- Functional competencies finalized
- Supervisors' Training Series begin Dec. 5th
- Success Profiles for everyone
- LMS/PMS implementation
- Spring 2018, the LMS will launch

