



5 CORE COMPETENCIES FOR STAFF:

Tips for Living the Competencies While Working Remotely



ENSURES ACCOUNTABILITY

Holding self and others responsible and accountable to meet commitments.

Accountability is about taking ownership and initiative. This means that people do what they say they will do, follow through on commitments, and get things done. Why? Because your team members are depending on the results of your work. This requires open and proactive communication to keep team members informed of the status of your commitments because your output has a direct impact on their ability to achieve their own commitments.

- **Tip 1:** Lead by example and hold yourself accountable first. As a leader, you set the tone. Your employees will follow your lead.
- **Tip 2:** Set expectations early on. Have open conversations with your employees so that you both are on the same page and have the same expectations. Some topics to discuss include setting up remote office hours, how to handle urgent matters, and establishing regular check-ins.
- **Tip 3:** Focus on goals. Don't worry about what is being done. Instead, concentrate on what is being accomplished.
- **Tip 4:** Have a conversation about accountability. Discuss what will be expected on a daily, weekly, or monthly basis. How will success be measured? Each person is different, so remain flexible enough to adapt as you learn more about what works and what doesn't.
- **Tip 5:** Give feedback regularly.

COLLABORATION

Building partnerships and working collaboratively with others to meet shared objectives

Good collaboration is about reciprocity—mutual openness and idea sharing, mutual accountability and commitment. In this remote working environment, collaboration may seem difficult to accomplish, but the benefits of good collaboration are immense—more efficient use of time and resources, the exchange of ideas and talent, and an increase in commitment through involvement.

- **Tip 1:** Carve out dedicated time to work on projects or tasks together. What time of day are you and your team most productive? Try to schedule your team meetings around those times. Also, encourage employees to find partners who offer a different skill set or perspective; this partnership can lead to innovative solutions or ideas.
- **Tip 2:** Think about ways to build team culture. If your team celebrates birthdays, achievements, and so on in person, find ways to continue the celebrations virtually. For example, consider having lunch together or holding a coffee break in the morning.

INSTILLS TRUST

Gaining the confidence and trust of others through honesty, integrity, and authenticity

Trust is founded in character and competence. Character includes an individual's integrity, motive and intent with people. Competence includes an individual's capabilities, skills, results and track record. Both are vital to build and sustain trust.

- **Tip 1:** Be trusting and trustworthy. Trust that others are doing their best and do what you say you will do.
- **Tip 2:** If you have a concern, productively address it; if you make a mistake, own it.
- **Tip 3:** Communicate openly when you will and will not be online and/or available, how you are spending your time, what you need, and what results you are achieving.
- **Tip 4:** Focus on the outcomes of the work, clarify expectations and follow through.
- **Tip 5:** Be mindful of the relationship, always start conversation with, "How are you doing?"

VALUES DIFFERENCES

Recognizing the value that different perspectives & cultures bring to an organization

When we respect and value differences, it creates an environment in which people want to do their best. Intentionally seeking out diverse perspectives and approaches greatly enhances solutions and ensures employees collectively solve organizational problems. Valuing differences uncovers all of our talents and creates a workplace where everyone is included.

- **Tip 1:** Include and integrate different perspectives into the decision-making and problem-solving processes. Listen to understand different opinions, value contrary opinions and discuss the difference in positions fairly. Intentionally look for ways to validate different positions.
- **Tip 2:** Pause to consider who isn't in the conversation and invite them to join in so they are given the same opportunity to participate. Ensure that every team member has an equal opportunity to achieve their fullest potential and to speak openly.
- **Tip 3:** Ensure that information is communicated equitably.
- **Tip 4:** Create an environment of engagement and genuine connection. Be intentional about building community for developing an engaged remote culture. Use technology to create dedicated spaces for celebrating special days (e.g. birthdays), and milestones (e.g., months or years of service, or progress on a project).
- **Tip 5:** Appreciate the contributions that each team member makes when they bring their perspectives, viewpoints and ideas to the conversation.

CUSTOMER FOCUS

Building strong internal and external customer relationships and delivering customer-centric solutions

Successful organizations are always customer oriented and responsive—whether your customer is external or the organization itself, whether it's business as usual or a remote working environment. In this current environment, a focus on customers opens up thinking, drives innovation, and creates a responsive and agile organization that will be able to serve customers once business returns to "normal."

- **Tip 1:** Communicate clearly and often. Let people know how and when to contact you, especially if you are in a different time zone or keeping different hours.
- **Tip 2:** A lot of workers are using the phone more and using zoom for the first time. Take advantage of the tips and resources at [KeepWorking.iu.edu](https://www.iu.edu/keepworking). Think about good phone or zoom etiquette. Make sure customers can clearly hear you. Limit background noise, and mute on zoom when not talking. Use video on zoom to increase connection.
- **Tip 3:** Business as usual may be challenging, so think of ways you can adjust or adapt how you do your work. What do your customers need, and how can you deliver? Try incorporating new technologies. Get training on new skills. Find ways to make a human connection. Remember that behind every transaction is a person who's also dealing with the impact of the shutdown.

To learn more about the Staff 5 Core Competencies visit
hr.iu.edu/competencies