



# Leadership Competencies

Supervisors need to have competencies in many different areas to effectively achieve desired results. Some will come more naturally to you, and others will need to be learned and practiced. In which areas do you currently feel strong? In which areas do you need to improve?

- 1. Supervising Others-** Managing other people is as rewarding as it is challenging. With the proper mindset, training and support, leading a team can become the most fulfilling part of the managerial role. With dedication and intention, it will get stronger with time.
- 2. Conflict Resolution-** Conflict in the workplace, as in life, is an inevitable reality. It is important to address and manage this conflict to create and maintain strong performance. Learning how to manage conflict will serve you well not just at work but throughout your life.
- 3. Emotional Intelligence-** EQ is the capacity to be aware of, control, and express emotions, and to handle interpersonal relationships effectively. It can be learned and is a mark of professional maturity.
- 4. Communication Skills-** Communication is at the heart of success. Verbal, written, and non-verbal communication combine to determine the type of workplace you will have. A structured communication process to filter information throughout the organization is necessary.
- 5. Team Building-** Leaders need to build strong teams that focus on the mission and vision of the organization. This requires managers to develop teams, minimize conflict and manage team dynamics. It requires a great deal of intentionality and effort and is worth the effort.
- 6. Delegating-** Delegating helps develop employees by gradually increasing job responsibilities and accountability. Effective delegation is the result of forethought and strategy. Successful delegation is knowing the people you work with and an understanding of what others can do.
- 7. Flexibility/Adaptability to Change-** Change is constant and to move forward, there needs to be a continuous process of implementing and navigating change. Leaders need to be the change agents. This requires constant communication and transparency.
- 8. Coaching-** Being a good coach is one of the most rewarding aspects of managing others. Helping others build on their strengths and improve weaknesses is an essential part of the professional development process.
- 9. Problem Solving-** Managing people and processes requires problem-solving skills. Managers must be able to identify problems, understand basic problem-solving techniques and facilitate a process to solve problems and resolve issues within the work environment.
- 10. Interviewing Skills-** Identifying the right people for open positions helps to ensure the organization secures the best talent for the job. Research shows up to 80% of turnover is related to poor hiring practices.