



Leadership Competencies for Corporate Leaders

Accountability

- Clearly communicates to his/her subordinates so that they understand their responsibility, accountability, and authority
- Understands his/her job responsibility, accountability, and authority clearly
- Consistently holds people accountable to their goals, promises and results
- Assures that effective controls are developed and maintained to ensure the integrity of the organization
- Holds self and others accountable for company policies and responsibilities
- Can be relied upon to ensure that projects within areas of specific responsibility are completed in a timely manner and within budget
- Takes appropriate action when employees miss deadlines or fail to complete objectives

Business Thinking

- Demonstrates depth in understanding strategic issues facing the company
- Establishes and implements high quality and efficient business processes
- Makes decisions and takes actions that are aligned with the organization's mission and strategy
- Looks at situations from multiple viewpoints in order to gain perspective

Communication

- Adapts own communication style to meet the needs of different people and different situations
- Communicates openly, honestly and effectively

- Displays confidence when presenting ideas or expressing opinions to others
- Listens carefully to others to understand their needs and concerns
- Is able to take command of face to face situations while handling personal interactions with diplomacy and tact
- Demonstrates ability to conduct effective meetings

Coaching and Developing Others

- Is able to design a powerful structure (coaching) to help employees stay focused and on track in direction of both their personal goals and career goals
- Provides feedback to employees in an honest, compassionate, straightforward manner
- Offers employees challenging learning situations, specifically to build skills and produce bottom line results
- Develops trust with employees by being open to being coached by both colleagues and senior managers

Conflict Management

- Is comfortable addressing conflict
- Sees conflict as an opportunity to improve team communication
- Can settle disputes equitably
- Is able to easily find common ground and get cooperation in a quiet, calm manner

Decision Making

- Accepts responsibility for consequences (both positive and negative) of own decisions
- Makes decisions without undue delay
- Demonstrates support and commitment to decisions once they have been made
- During the decision-making process, collaborates with others as appropriate to help generate creative solutions

- Makes decisions that might be unpopular if it is in the best interest of the customer

Developing Future Leaders

- Provides challenging assignments and tasks in order to grow people
- Inspires others to accept leadership developmental moves
- Is dedicated to building a strong succession plan for the company
- Demonstrates willingness to mentor future leaders

Growth Orientation

- Thinks about business growth and explores new ideas for business development
- Looks for new ways to achieve a competitive advantage in current business practices
- Seeks ways to expand or "grow" the business
- Understands that growth is essential to the future success of your retail store
- Champions new initiatives

Information Sharing

- Ensures that customers have the most current and accurate information available
- Maximizes the use of available technology to facilitate information sharing
- Provides customers and other key stakeholders with timely information on issues and decisions that affect their day-to-day work
- Ensures the communication of important information throughout the organization

Innovation

- Fosters an environment that encourages creativity and development of new ideas
- Implements innovative processes to achieve goals

- Makes changes to products, services or processes to create value for customers and stakeholders
- Thinks creatively to make business improvements and achieve business objectives
- Positively challenges established thinking

Integrity

- Accepts responsibility for consequences (both positive and negative) of own actions and decisions
- Can take this person at their word
- Follows through on commitments made to others
- Treats people with dignity and respect

Marketing and Sales

- Actively markets and sells their business to clients and prospects.
- Is comfortable with the sales/lead generation process (creating a business pipeline, cold calling if necessary)
- Leverages existing relationships to identify and develop potential sales opportunities (asks for referrals, secures repeat business).
- Effectively implements sales and marketing strategies which contribute to business success and constantly measures progress against them
- Scans the business environment and market to determine appropriate strategies

Personal Development

- Actively seeks feedback from others in order to learn and improve
- Is open to constructive criticism without becoming defensive
- Proactively seeks opportunities to learn from others both inside and outside own industry
- Pursues ongoing self-development
- Recognizes own limitations and works to overcome them

Personal Effectiveness

- Can work independently for extended periods of time with minimal support and approval
- Effectively manages multiple tasks and competing priorities
- Effectively organizes and prioritizes workload
- Stays focused and manages time well in the face of distractions and interruptions
- Works well in situations requiring self-direction and initiative
- Effectively delegates tasks willingly to employees
- Follows through quickly and effectively on commitments made to others

Resilience

- Adapts quickly and positively to changing work priorities and business conditions
- Demonstrates stamina when faced with long, intense work hours
- Effectively balances work pressures with the need for a healthy family/social life
- Remains calm and focused in stressful situations
- Demonstrates flexibility when encountering change

Strategic Agility

- Thinks strategically and sees clearly into the future
- Can articulate vision, possibilities and future outcomes
- Can effectively design a strategic plan based on the vision, mission and financial goals for the company
- Demonstrates the disciplined thought process necessary to design a strategic view