



## NEW 25 DNA SOFT SKILL COMPETENCY DEFINITIONS

- 1. Appreciating Others** - Identifying with and caring about others.
- 2. Conceptual Thinking** - Analyzing hypothetical situations, patterns and/or abstract concepts to formulate connections and new insights.
- 3. Conflict Management** - Understanding, addressing and resolving conflict constructively.
- 4. Continuous Learning** - Taking initiative to regularly learn new concepts, technologies and/or methods.
- 5. Creativity and Innovation** - Creating new approaches, designs, processes, technologies and/or systems to achieve the desired result.
- 6. Customer Focus** - Anticipating, meeting and/or exceeding customer needs, wants and expectations.
- 7. Decision Making** - Analyzing all aspects of a situation to make consistently sound and timely decisions.
- 8. Diplomacy** - Effectively and tactfully handling difficult or sensitive issues.
- 9. Employee Development/Coaching** - Facilitating, supporting and contributing to the professional growth of others.
- 10. Flexibility** - Readily modifying, responding and adapting to change with minimal resistance.
- 11. Futuristic Thinking** - Imagining, envisioning, projecting and/or creating what has not yet been actualized.
- 12. Goal Orientation** - Setting, pursuing and attaining goals, regardless of obstacles or circumstances.
- 13. Influencing Others** - Personally affecting others actions, decisions, opinions or thinking.
- 14. Interpersonal Skills** - Effectively communicating, building rapport and relating well to all kinds of people.
- 15. Leadership** - Organizing and influencing people to believe in a vision while creating a sense of purpose and direction.
- 16. Negotiation** - Listening to many points of view and facilitating agreements between two or more parties.
- 17. Personal Accountability** - Being answerable for personal actions.
- 18. Planning and Organizing** - Establishing courses of action to ensure that work is completed effectively.
- 19. Problem Solving** - Defining, analyzing and diagnosing key components of a problem to formulate a solution
- 20. Project Management** - Identifying and overseeing all resources, tasks, systems and people to obtain results.
- 21. Resiliency** - Quickly recovering from adversity.
- 22. Self Starting** - Demonstrating initiative and willingness to begin working.
- 23. Teamwork** - Cooperating with others to meet objectives.
- 24. Time and Priority Management** - Prioritizing and completing tasks in order to deliver desired outcomes within allotted time frames.
- 25. Understanding Others** - Understanding the uniqueness and contributions of others.