

# Management Competencies Framework

PES HR tools and templates

Below is a list of core competencies that are often essential skills for management personnel to possess. However, the individual needs of organisations can differ and this framework should be used as a guide only.

Individual leadership	<ul style="list-style-type: none"><li>• Establishes rapport</li><li>• Adopts appropriate interpersonal style and method</li><li>• Develops ideas</li><li>• Gains commitment</li><li>• Checks for understanding and agreement</li><li>• Acknowledges people and concerns</li><li>• Seeks information and suggestions</li></ul>
Analysis	<ul style="list-style-type: none"><li>• Identifies issues and problems</li><li>• Gathers information</li><li>• Organises information</li></ul>
Customer Service Orientation	<ul style="list-style-type: none"><li>• Defines customer needs</li><li>• Ensures needs are met or exceeded</li></ul>
Delegation	<ul style="list-style-type: none"><li>• Delegates appropriate tasks to appropriate people</li><li>• Explains target and purpose</li><li>• Delegates with clarity</li><li>• Delegates responsibility and action</li></ul>
Developing organisational talent	<ul style="list-style-type: none"><li>• Establishes goals and activities</li><li>• Creates opportunities</li><li>• Manages development of others</li></ul>
Empowerment	<ul style="list-style-type: none"><li>• Provides support</li><li>• Expands responsibility</li><li>• Communicates openly</li><li>• Adjusts assignments to fit person</li><li>• Establishes self-feedback systems</li><li>• Effectively coaches</li></ul>
Follow up	<ul style="list-style-type: none"><li>• Monitors activities</li><li>• Regulates activities</li></ul>
Initiative	<ul style="list-style-type: none"><li>• Promotes improvement</li><li>• Generates ideas</li></ul>
Judgement	<ul style="list-style-type: none"><li>• Considers alternatives</li><li>• Makes appropriate and timely decisions</li></ul>
Managing work:	<ul style="list-style-type: none"><li>• Identifies priorities</li><li>• Manages time</li><li>• Effectively plans</li><li>• Establishes organised procedures</li></ul>
Maximises performance	<ul style="list-style-type: none"><li>• Establishes performance goals</li><li>• Coaches</li><li>• Reviews and evaluates performance</li></ul>

Negotiation	<ul style="list-style-type: none"> <li>• Identifies issues</li> <li>• Explores issues</li> <li>• Clarifies</li> <li>• Presents information</li> <li>• Discloses</li> <li>• Compromises</li> <li>• Intervenes in arguments</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Uses appropriate form of communication verbal or written</li> <li>• Communicates with clarity</li> </ul>
Organisational awareness	<ul style="list-style-type: none"> <li>• Uses structure</li> <li>• Recognises needs</li> </ul>
Team work	<ul style="list-style-type: none"> <li>• Works effectively with others</li> <li>• Promotes team effort</li> <li>• Contributes ideas</li> <li>• Disagrees tactfully</li> <li>• Shares successes</li> <li>• Actively listens</li> </ul>

These core competencies are often the skills and attributed needed by management. However, you should always seek the advice of HR professionals when considering the personal needs of your organisations.

Don't forget we're always here to lend a hand. Simply call us on 01454 808658 or email us [hello@wearepes.co.uk](mailto:hello@wearepes.co.uk)