



High-Potential



ACHIEVEMENT AND MOTIVATION

Demonstrating the motivation to work hard, be successful, achieve difficult goals, and complete challenging tasks



CONFLICT MANAGEMENT

The ability to mediate and resolve conflicts and disagreements in a manner best for all parties involved



INTERPERSONAL RELATIONS

Relating to others in an outgoing, friendly, warm, and personable manner in order to establish and maintain effective interpersonal relationships



ACTIVE LISTENING

Taking the time to listen to others' questions, concerns, and viewpoints, identifying the relevant information, and conveying it to the other person



DESIRE TO LEARN

Embracing new challenges and the opportunity to learn, as well as demonstrating the motivation to grow and develop by responding positively to constructive feedback



OBJECTIVITY

The ability to maintain a realistic perspective and keep personal biases to a minimum



ANALYTICAL ORIENTATION

Demonstrating a preference for problems requiring precise, logical reasoning, and showing an ability to dissect and understand complex, multifaceted problems



DEVELOPING/COACHING OTHERS

Supporting the development and career goals of direct reports through work assignments, ongoing developmental discussions, and feedback



OPERATING UPWARDS

The ability to comfortably interact with senior management using their language, understanding their perspective, and responding at their level



BUSINESS ACUMEN

Demonstrating good judgment and business sense as well as the ability to understand business operations, market trends, the competition, and the bottom-line



EMOTIONAL CONTROL

Maintaining personal composure during times of stress or pressure, when things are uncertain, or when faced with conflict or disagreement



ORGANIZATIONAL SPOKESPERSON

Serving as figurehead and spokesperson for one's unit, and effectively promoting and defending the interests of one's direct reports



CLIENT/CUSTOMER FOCUS

Demonstrating a service-oriented approach, remaining open to feedback, and maintaining positive, trusting, productive relationships in order to meet the needs and expectations of internal and external customers



FACILITATING TEAMWORK

The ability to promote teamwork, cooperation, and identification with the work group



PRIORITIZING

The ability to quickly identify critical tasks and manage time accordingly to complete these tasks without getting distracted by less important matters



COMMUNICATION

Keeping direct reports and leaders informed about decisions, events, and developments that affect them



INTEGRITY

Demonstrating a high quality of character including being honest, ethical, trustworthy, and sincere, and effectively representing and respecting company values



STRATEGIC PLANNING

The ability to establish a long-range direction for the organization or unit, set broad goals that align with the direction, and identify the means to reach those goals