Competencies

Managing Change
Demonstrates support for changes required by ADB to achieve its Strategy. Develops a vision and implements in a continuously changing environment.

Managing the Organization Strategically
Inspires commitment to ADB’s mission and vision. Translates the big picture of ADB’s strategy for development effectiveness into Department/Division priorities.

Managing Staff and Teams
Manages staff performance and development effectively through regular feedback, recognition, and providing a supportive environment. Builds diverse and effective teams.

Innovating and Embracing Change
Proactively seeks ways to come up with new ideas, methods, and approaches. Demonstrates flexible thinking and adaptability to uncertainty and change.

Focusing on Client Needs
Demonstrates understanding of client needs and expectations. Evaluates and revises approaches as required to meet client needs. Modifies communication style to better relate with clients.

Achieving Results
Focuses on setting clearly defined objectives and high standards for quality of work. Drives and takes action, and manages risks required to meet desired results.

Working Together
Commits to workgroup goals and develops collaborative relationships and networks. Communicates and works effectively and respectfully with colleagues of different views, culture, nationality, gender, and age.

Learning and Sharing Knowledge
Commits to acquiring new knowledge and continuous learning and development. Shares knowledge and ideas with colleagues, clients and stakeholders.
# Administrative Staff (AS4 and AS5)

<table>
<thead>
<tr>
<th>CORE COMPETENCY</th>
<th>BEHAVIORS REQUIRED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focusing on Client Needs</td>
<td>Adjusts communication style and approach to serve different clients in a respectful manner. Communicates and behaves with respect towards clients. Responds to clients without prompts or reminders from senior colleagues. Understands available services and accurately matches these to client needs.</td>
</tr>
<tr>
<td>Achieving Results</td>
<td>Abides by ADB’s code of conduct and behaves ethically in all circumstances. Makes straightforward decisions and applies time management and organizational skills to complete tasks. Regularly seeks feedback to determine if results are being met. Reviews all task objectives and achieves core deliverables.</td>
</tr>
<tr>
<td>Working Together</td>
<td>Acts with skill and composure when in conflict. Communicates and behaves with respect towards colleagues. Proactively offers help and assistance to immediate team members to meet commitments. Proactively updates colleagues on information necessary for task completion.</td>
</tr>
<tr>
<td>Learning and Sharing Knowledge</td>
<td>Encourages others to openly share knowledge. Proactively seeks required knowledge and information. Responds positively to requests to share knowledge about own work.</td>
</tr>
<tr>
<td>Innovating and Embracing Change</td>
<td>Accepts change initiatives openly. Implements new policies, systems and processes in a timely manner. Supports work improvement in immediate work area.</td>
</tr>
</tbody>
</table>