Managing Der

Demonstrates support for changes required by ADB to achieve its Strategy.

Develops a vision and implements in a continuously changing

Change

Demochanges Demochanges

2

0

 \cup

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

Focusing on Client Needs

Demonstrates understan of client needs and expectations. Evaluates a revises approaches as required to meet client needs. Modifies communication style to better relate with

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.

ADB

Competencies

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.

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.

Administrative Staff (AS6 and AS7)

CORE COMPETENCY	BEHAVIORS REQUIRED
Focusing on Client Needs	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.
Achieving Results	Abides by ADB's code of conduct and behaves ethically in all circumstances. Independently solves similar problems and makes recommendations among known solutions. Proactively seeks assistance from colleagues to achieve desired outcomes. Sets clearly defined tasks for self that are aligned with work plan.
Working Together	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.
Learning and Sharing Knowledge	Encourages others to openly share knowledge. Proactively seeks required knowledge and information. Responds positively to requests to share knowledge about own work.
Innovating and Embracing Change	Recommends inputs to new policies, system, and processes in team work area. Seeks information about new work situation and efficient ways for work to be completed. Shares ideas for how work can be completed more effectively and helps colleagues adjust to required changes.