



National Staff (NS3 and NS4)

CORE COMPETENCY	BEHAVIORS REQUIRED
Focusing on Client Needs	Communicates and behaves with respect towards clients. Explores different ways to satisfy client needs. Seeks client feedback to determine how to improve client experience. Uses consultative approaches and strong communication tools to fully understand and respond respectfully to client needs.
Achieving Results	Abides by ADB's code of conduct and behaves ethically in all circumstances. Conducts complex analyses using relevant best practice to support proposed solutions and evaluation of risks. Plans own activities and participates in setting clearly defined tasks for team. Takes actions to achieve quality results and enables others by providing guidance and solutions.
Working Together	Communicates and behaves with respect towards colleagues. Communicates openly and clearly with colleagues using various approaches as required. Extends support to members of different teams to overcome challenges. Provides feedback to colleagues and welcomes feedback from them.
Learning and Sharing Knowledge	Captures and utilizes diverse knowledge sources. Contributes advanced knowledge and experience. Looks for opportunities to share knowledge, work practices and experiences. Uses own knowledge and expertise to lead and develop others.
Innovating and Embracing Change	Includes change plans in all initiatives and gains support for new policies, systems and processes. Proposes new ways to improve the quality and relevance of ADB products and services, and convinces clients of the need for change. Tries new approaches appropriate for changed situations.

For staff with supervisory responsibilities at this level, the competency below also applies:

CORE COMPETENCY	BEHAVIORS REQUIRED
Managing Staff and Teams	Builds and manages effective teams inclusive of different views, culture, nationality, and gender. Considers individual strengths and development priorities when distributing tasks and accountabilities amongst team members. Consistently applies and upholds ADB's rules and code of conduct. Exercises transparency in decisions that affect staff. Makes self available for staff to seek guidance and advice. Coaches staff to enable individual performance and development. Proactively provides regular and specific feedback to staff on both performance achievements and development priorities. Seeks staff's feedback on own performance. Promptly addresses behavior issues to ensure staff treat each other with respect.