

# WHAT ARE ADB CORE AND MANAGERIAL COMPETENCIES?



# National Staff – NS1 to NS2

Jobs at these grades provide entry level specialized expertise in a given ADB business area. The work is done as an individual contributor or member of a team, under close supervision. The role may include supervision of ADB business processes.

## CORE COMPETENCY

## COMPETENCY LEVELS AND BEHAVIORS REQUIRED FOR THE ROLE

### Focusing on Client Needs

- Uses consultative approaches and strong communication tools to fully understand and respond to client needs.
- Explores different ways to satisfy client needs.
- Seeks client feedback to determine how to improve client experience.

### Achieving Results

- 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

- Extends support to members of different teams to overcome challenges.
- Communicates openly and clearly with colleagues using various approaches as required.
- Provides feedback to colleagues and embraces feedback from them.

### Learning and Sharing Knowledge

- Contributes advanced knowledge and experience.
- Uses own knowledge and expertise to lead and develop others.
- Captures and utilizes diverse knowledge sources.
- Looks for opportunities to share knowledge, work practices and experiences.

### Innovating and Embracing Change

- Shares ideas for how work can be completed more effectively and helps colleagues adjust to required changes.
- Recommends inputs to new policies, systems, and processes in team's work area.
- Seeks information about new work situation and efficient ways for work to be completed.

**Note:** For staff with supervisory responsibilities at this level<sup>2</sup>, the competency “Managing staff and team” also applies.

<sup>2</sup> In the context of core competencies, ‘Supervisory responsibilities’ are defined as applicable when staff is being identified as ‘supervisor’ for at least one staff in the context of performance management.

# Managing Staff and Teams

The table below details the behaviors required for “Managing Staff and Teams”

Management competency at the competency level 1. This competency level applies to staff with supervisory role at NS 1 to 7 and IS 1 to 5.



## Managing Staff and Teams

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