

UMB SPARK! Supervisor Core Competencies

Self-Mastery

- Understands oneself and one's impact on others
- Develops strategies to increase personal effectiveness

Relationship Building and Management

- Builds effective networks, working relationships, and alliances
- Interacts effectively and maintains positive relationships to share information and leverage expertise to accomplish business goals

Performance Management

- Manages and reviews performance of supervised employees and takes appropriate action when necessary

Developing Talent

- Provides guidance and feedback to help others strengthen the knowledge/skills needed to accomplish tasks, solve problems, and perform effectively

Decision Making

- Uses appropriate resources to make decisions
- Provides information and feedback in a timely manner

Champion and Manage Change

- Advocates for change initiatives
- Supports and appreciates new programs, projects, and processes

Organizational Awareness

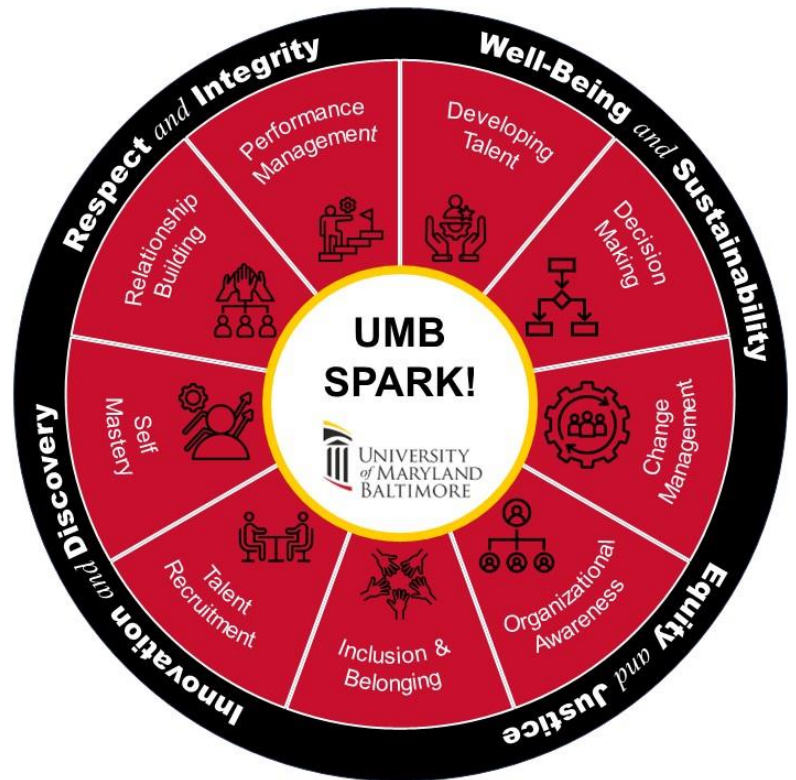
- Understands the facts and information related to work assignments, department, university, and university policies

Inclusion and Belonging

- Cultivates a work environment which reflects fairness and respect, value and belonging, and confidence and inspiration

Talent Recruitment and Management

- Strives to hire the right people
- Manages the workforce for effectiveness and productivity



UMB SPARK! Supervisor Core Competencies & Learning Focus Areas

The core competencies for the UMB SPARK! Supervisor Academy are designed to identify the essential skills, knowledge, and behaviors needed to be a successful supervisor at UMB.

Self-Mastery - To lead others effectively, leaders must first understand themselves and their impact on others. Self-mastery involves developing strategies to enhance personal effectiveness and includes emotional intelligence, management styles, inclusive leadership, integrity, and strategies for effective supervision.

Relationship Building and Management - Leaders must build and manage effective networks, working relationships, and alliances. This involves interacting effectively, maintaining positive relationships, and leveraging expertise to achieve business goals. Key topics include understanding communication styles, coaching employees, fostering healthy conflict, managing up, and building trust.

Performance Management - Supervisors are responsible for managing and reviewing the performance of their employees and taking appropriate actions when necessary. This includes understanding procedures related to performance development and improvement plans, managing employee leave, and evaluating performance. Competencies in this area include alternate dispute resolution, progressive discipline, goal setting, and providing effective feedback.

Developing Talent - Effective supervisors guide and support their employees to strengthen their skills and knowledge. This involves creating professional development plans, assessing employee strengths and talents, and recommending career development resources.

Decision-Making - Strong decision-making skills are crucial for leaders. This competency involves making informed decisions, even with incomplete information, and providing timely feedback. Effective decision-making includes critical thinking, understanding decision-making styles, delegating tasks, and creative problem-solving.

Championing and Managing Change - Leaders must advocate for change initiatives and support new programs, processes, and projects that improve effectiveness and efficiency. This involves embracing change, aligning initiatives with the strategic plan, and supporting those affected by change.

Organizational Awareness - Supervisors need to understand key aspects related to their work assignments, department, and university policies. This includes understanding the budget process, building team culture, using metrics and key performance indicators, and creating a vision and strategy for their department.

Inclusion and Belonging - Inclusive leaders foster a work environment characterized by fairness, respect, and a sense of belonging. This competency involves creating an inclusive workplace, addressing biases, and effectively communicating across different generations.

Talent Recruitment and Management - Skills in talent recruitment and management are crucial for hiring and managing a productive workforce. Key elements include ownership of the hiring process, avoiding implicit bias, understanding employment laws, and developing effective onboarding and offboarding plans.