

Core Competency	Key Behaviors	Description
<b>Communication:</b> Communicates clearly to all audiences and listens to confirm understanding.	<b>Listening</b>	Listening carefully to others in order to understand their perspective, issues and ideas.
	<b>Clarity</b>	Expressing thoughts clearly and ensuring that the message is understood.
	<b>Adaptation</b>	Correctly adapts tone, style, and medium to best accommodate the audience.
<b>Cultural Competence:</b> Is aware and respectful of both one's own culture and the culture of others and actively includes multiple perspectives.	<b>Cultural Awareness</b>	Acknowledges the diverse cultural backgrounds of others and understands the ways in which one's own culture can impact perspective and behavior.
	<b>Inclusion</b>	Demonstrates active, intentional, and ongoing engagement with a diverse range of individuals and groups. Routinely makes room for many perspectives.
	<b>Respect</b>	Demonstrates regard for the opinions, accomplishments, and autonomy of individuals and groups, regardless of status or identity.
<b>Excellence:</b> Brings one's best to work every day and is committed to high quality work no matter the circumstances	<b>Action</b>	Willing to step up and get things done. Is eager to get started on a plan or task.
	<b>Organization</b>	Uses a consistent practice to manage materials, information, and commitments in order to successfully meet expectations.
	<b>Results</b>	Dedicated to achieving results against an internal or external standard of excellence. Acts with the end in mind; does not confuse effort for results.
	<b>Resilience</b>	Recovers quickly from setbacks. Does not see barriers as permanent.
<b>Growth Mindset:</b> Embraces challenges and setbacks as the fuel for learning and development	<b>Feedback</b>	Asks for and implements the feedback of others and offers feedback in a way that helps others to grow and succeed.
	<b>Challenge</b>	Embraces the power of learning through experience. Seeks opportunities to stretch.
	<b>Curiosity</b>	Exhibits a genuine desire to understand how things work. Values learning and seeks situations to increase one's knowledge.
	<b>Humility</b>	Demonstrates the ability to balance confidence with modesty. Able to channel ego, ambition and drive for the benefit of the organization.
<b>Service Mindset:</b> Believes in the mission of Citizen Schools and puts it as the focal point of every effort at work	<b>Mission</b>	Believes that all children have the potential to succeed and the CS model is uniquely positioned to facilitate outcomes for students and communities.
	<b>Purpose</b>	Understands the importance of individual effort and works to align personal effort with the larger mission and strategy of the organization.
	<b>Stewardship</b>	Seeks to maximize the value of available resources. Recognizes the responsibility for shepherding resources entrusted to Citizen Schools by the community.
<b>Teamwork:</b> Collaborates effectively and considers the impact of one's actions on others	<b>Team-Orientation</b>	Contributes to the success of others. Equally celebrates individual and team successes.
	<b>Generosity of Spirit</b>	Assumes positive intent. Demonstrates an asset approach to working with others.
	<b>Self-Control</b>	Consistently demonstrates control of emotions, desires, and actions.
	<b>Accountability</b>	Takes personal responsibility for goals and outcomes.