

Flexibility, Innovation, and Problem Solving

Competency Statement Examples

Definition: Adapts behavior or methods as appropriate to suit new or changing conditions; identifies, understands, and evaluates issues/problems or opportunities to develop innovative ideas and unique solutions or suggests an appropriate course of action.

Previous Competencies: Innovation/Creativity Problem Solving Adaptability/Flexibility

Academic Programs/Services

Job Family: Educational Programs/Services

Job Path: Educational Program Professional

Job Template: Senior Educational Program Administrator/P5

Proficient	Advanced	Expert
<ul style="list-style-type: none">• Observes responses from students, staff, and faculty, related to own behavior, and adjusts to better serve as a resource for programmatic policies, procedures, and activities.• Assesses program activities for potential issues; gathers data and other information to determine potential solutions.	<ul style="list-style-type: none">• Supports and adapts to changes in delivery of workshops, training programs, courses, and/or program curricula.• Tracks the impact of program service and activity changes, making adjustments to the implementation of the change initiative, as needed.• Creatively works through office workflow roadblocks, suggesting solutions to management.	<ul style="list-style-type: none">• Revises program goals and objectives to meet new demands and priorities.• Provides support systems to staff and faculty (i.e., retraining programs, new or updated policies and procedures) to deal with the unanticipated and challenging results of change activities.• Defines the objectives of program-wide change processes and establishes guidelines that ensure transparency, accountability, risk control and crisis management during the change process.

Job Family: Educational Programs/Services

Job Path: Instructional Development

Job Template: Instructional Developer/P4

Proficient	Advanced	Expert
<ul style="list-style-type: none">• Researches and stays informed on current trends and best practices in instructional design, learning theories/principles, and instructional software, adapting current practices as needed.• Provides constructive feedback to colleagues to enhance department's course quality and output.• Collaborates with faculty to solve recurring course problems and incorporate student feedback.	<ul style="list-style-type: none">• Researches and reviews the instructional design provided by other departments at the University and peer institutions.• Assesses the needs of the faculty/departments requesting instructional support, and proposes alternative methods of course development and processes to better meet needs.• Writes and revises SOP for instructional design techniques, trends, and data analytics.	<ul style="list-style-type: none">• Implements industry trends and best practices to push department and University forward with limited guidance.• Extrapolates the needs of faculty/departments requesting instructional support based on prior experience and preemptively implements solutions.

Job Family: Child Development

Job Path: Early Childhood Education Teachers

Job Template: Assistant Teacher/P1

Proficient	Advanced	Expert
<ul style="list-style-type: none">• Identifies and recognizes children's individual needs and arranges/rearranges classroom environment to meet those developmental needs.• Observes how the Master Teacher resolves conflict and solves other problems in the classroom, and engages in conversation with the Master Teacher to improve own problem-solving ability.• Adapts training style to best support student staff in their learning.	<ul style="list-style-type: none">• Provides recommendations to the Master Teacher for updating curriculum and program goals to better fit the needs of the children.• Creates resource documents, including standard operating procedures, and provides to student staff to outline best practices around topics such as curriculum development and routine problem resolutions.• Seeks feedback from parents about how children are doing and their own experience with the lab, reporting back to teachers and master teachers where there is room for improvement.	<ul style="list-style-type: none">• Utilizes own understanding of children's individual needs, desires, and program goals and recommends educational innovations and improvements to provide the best classroom environment to meet developmental needs.• Compiles knowledge of problem solving techniques from Master Teacher observation and research, and utilizes them to resolve sensitive problems related to children's behavior independently.• Serves as a resource for student staff in resolving children's behavioral issues or problems and assists them in developing resolution strategies.

Administrative Services

Job Family: Administrative Programs/Services

Job Path: Administrative Program Professional

Job Template: Administrative Program Support 2/P2

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Contributes information and asks questions in departmental meetings to generate new ideas. • Stays informed of changes to University processes, procedures, and policies and adapts work accordingly. • Responds to student, staff, and faculty inquiries, revolving routine issues and researching standard solutions when unsure of how to proceed. 	<ul style="list-style-type: none"> • Explores new ideas, methodologies, and processes to better reach individual and/or unit goals and outcomes. • Shifts attention and adapts to changing needs of department, particularly in response to cyclical processes and/or fiscal year calendar. • Provides recommendations to ensure compliance with updated University processes, procedures, and policies. 	<ul style="list-style-type: none"> • Seeks out new information and establishes innovative solutions to reoccurring problems with limited supervision. • Anticipates changes to reporting and budgetary needs of the department, proactively adjusting processes. • Solves problems by analyzing alternative options utilized across the University.

Job Family: Business Operations

Job Path: Business Operations Professional

Job Template: Business Operations Specialist 3/P5

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Demonstrates willingness to change ideas or perceptions based on new information or contrary evidence when assisting faculty and staff on administrative and fiscal matters. • Adjusts own working style and behavior when supervising day-to-day program operations to fit different situations and employees. 	<ul style="list-style-type: none"> • Involves staff in the change process and ensures open, two-way communication for optimum idea development and sharing. • Develops and implements additional budgetary and reporting policies and procedures for continuous improvement within department based on internal and external stakeholder feedback. • Reviews how other departments strategize, adopting new methods as they apply to own department. 	<ul style="list-style-type: none"> • Anticipates barriers to completion of the agreed change implementation process, fostering dialogue on how to work around or eliminate these obstacles. • Encourages staff to incorporate continuous improvement as a way of approaching administrative and fiscal work, providing feedback and assistance to work as needed.

Arts and Curatorial Services

Job Family: Theater

Job Path: Box office

Job Template: Box Office Professional/P1

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Examines current processes for records maintenance and data collection improvement opportunities. • Contributes ideas to create efficiencies in processes. • Responds to departmental and unit changes with an openness and readiness to adapt. 	<ul style="list-style-type: none"> • Researches and reviews other units'/departments' (e.g., Athletics) methods for ticket sales data and records collection, suggesting changes to own department processes based on findings. • Reviews approaches or processes to solving ticketing administration and exchange issues to improve individual work. 	<ul style="list-style-type: none"> • Develops creative ideas to resolve ticket administration and record-keeping problems. Presents potential solutions to managers. • Seeks new methods for accomplishing tasks and objectives. • Collaborates with colleagues across the University to derive creative and innovative solutions to anticipated issues for future larger scale events.

Job Family: Theater

Job Path: Production

Job Template: Theater Production Specialist/P3

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Identifies, recognizes, and resolves routine stage problems based on established contract deadlines and OSHA and various union, guild, and association requirements. • Collaborates with others to solve problems and make decisions on how to adapt to new circumstances and changes to performance plans. • Observes how colleagues, touring artists, technical directors, or company managers solve problems and asks questions to improve competency. 	<ul style="list-style-type: none"> • Assesses and resolves difficult or sensitive problems through artistic judgement and interpretation of policies and procedures for the production. • Reviews artist riders to determine immediate consequences with light, audio, video, and other production systems preparation. • Creates relevant options for addressing house configurations to accommodate for different presentations and artist needs. 	<ul style="list-style-type: none"> • Anticipates and pursues difficult or sensitive performer issues and stage problems independently by collaborating with internal colleagues and external contractors. • Serves as a resource for others in resolving issues and problems by developing presentation and production systems resolution strategies. • Pivots as needed during production to get most effective solution for logistics and aesthetic problems or needs. • Incorporates new audio-visual technology or techniques to overcome potential obstacles.

Communication and Marketing

Job Family: Communication and Marketing

Job Path: Publicity/Marketing

Job Template: Publicity/Marketing Administrator/P4

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Researches best practices and innovations in marketing and promotional outreach, considering ways to implement new trends into own work. • Communicates changes to internal processes to external stakeholders, collaborating in developing solutions to associated problems. • Reviews alternatives to current marketing strategies to increase outreach and increase cost-effectiveness. 	<ul style="list-style-type: none"> • Reviews successful marketing and outreach practices in other departments within the University and presents alternative work methods for the unit to supervisor. • Adapts marketing plan to reflect the changing needs of the University and department. • Seeks feedback from colleagues and larger University community on promotional materials, actively working to improve work product. 	<ul style="list-style-type: none"> • Implements new marketing and promotional outreach techniques based on research, industry trends, and best practices. • Predicts the needs of University administrators, faculty, and staff and proactively presents plans for marketing and outreach. • Serves as a resource to others on solving promotional strategy and planning roadblocks.

Information Technology

Job Family: IT Support Services

Job Path: Computer Support

Job Template: Computer Support Technician 2/P6

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Analyzes current procedures, techniques, and programs to identify potential areas of efficiency and improved performance. • Stays informed on industry developments in software and hardware systems; shares innovations and industry practices with colleagues and manager(s) to influence business decisions. 	<ul style="list-style-type: none"> • Researches and assesses current practices and software/hardware systems utilized at peer institutions. • Remains open-minded to novel technology solutions to resolve organizational concerns. • Assess ways current software solutions may cause additional problems and determines alternate methods of addressing issues more effectively. 	<ul style="list-style-type: none"> • Collaborates with colleagues to generate new ideas for implementing industry trends within department to push University forward. • Anticipates user issues based on technology advancements or updates, preemptively communicating solution plans. • Recommends novel technology solutions, based on research and knowledge of industry trends.

Job Family: Systems Administration

Job Path: Systems Administration

Job Template: Systems Administrator 2/P6

Proficient	Advanced	Expert
<ul style="list-style-type: none">• Identifies, recognizes, and resolves routine problems for the HCM and SA applications and operations.• Researches, reviews, tests, and evaluates answers to problems with new modules and/or enhancements.• Collaborates with other ITS and OSC to solve problems and make decisions to ensure consistency and usability of various solutions.	<ul style="list-style-type: none">• Researches other institution-wide systems and applications used by other Universities, assessing whether they could benefit the department.• Assists in the development of plans and processes that ensure minimal risk to services or systems.• When faced with a problem, anticipates immediate consequences to the University, department, and end users.	<ul style="list-style-type: none">• Anticipates system/server performance, availability, capacity, or configuration problems and implements contingency plans to minimize university impact.• Serves as a subject matter expert for other staff as a senior technical resource to aid in solving difficult or sensitive technical problems.

Institutional Operations

Job Family: Health and Safety

Job Path: Environmental Health and Safety

Job Template: Environmental Health & Safety Specialist 1/P3

Proficient	Advanced	Expert
<ul style="list-style-type: none">• Questions current training and consultation techniques to identify areas for improvement.• Identifies strengths and weaknesses in University compliance in specified program area utilizing data and reporting.• Contributes to department meetings by generating and sharing new ideas.	<ul style="list-style-type: none">• Stays informed on industry standards and developments for training related to laboratory practice, activities, equipment, and environmental conditions.• Offers suggestions to improve current training practices and increase compliance across the University.• Responds to health and safety concerns and adjusts priorities based on more sensitive or urgent problems.	<ul style="list-style-type: none">• Generates creative and unique recommendations for facility assessments and staff training by drawing on industry standards and practices external to the University.• Assesses history of routine issues and develops solutions to mitigate future instances of the same issue.

Laboratory and Research Operations

Job Family: Laboratory

Job Path: Laboratory

Job Template: Laboratory Technician 2/P3

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Observes how advanced technicians address and resolve routine problems in the laboratory. • Identifies areas for improvement in laboratory demonstrations and manuals to increase clarity, effectiveness, and efficiency. • Remains open-minded to new solutions when discussing technical problems related to laboratory techniques and equipment. 	<ul style="list-style-type: none"> • Examines and reviews laboratory practices in other departments across the University, suggesting new methods of problem resolution based on review. • Explores new tests, analyses, and methodologies to meet individual and department goals. • Implements changes to behavior based on feedback from student, faculty, and teaching assistants. 	<ul style="list-style-type: none"> • Modifies laboratory and safety procedures and manuals, drawing on knowledge of internal history and other department and industry practices. • Generates and shares creative ideas to assist in students' learning in laboratory settings and proactively address concerns related to lab safety. • Provides recommendations to senior staff/faculty for new lab exercises, tests, or analyses.

Job Family: Research

Job Path: Research Equipment and Supplies

Job Template: Electronic Engineer/P2

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Effectively identifies and addresses common issues and problems that arise during equipment use. • Researches new equipment and laboratory systems to explore possible improvements to individual and unit performance. 	<ul style="list-style-type: none"> • Collaborates with colleagues to identify opportunities for equipment upgrades or new technology adoption, improving laboratory efficiency. • Updates equipment development plans to accommodate changing needs and specifications. • Seeks feedback from equipment users, such as faculty and students, to identify priority areas of improvement. 	<ul style="list-style-type: none"> • Contributes to long-term laboratory planning, including the assessment of new equipment, procedures, and technology for adoption. • Creates management plan to proactively address equipment maintenance and repair needs. • Serves as a resource to laboratory and teaching assistants, students, and faculty in troubleshooting equipment issues.

Library

Job Family: Library

Job Path: Librarian

Job Template: Librarian 2/P5

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Considers the audience of classroom instruction, workshops, consultations, etc. and alters the presentation of information accordingly. • Listens to and engages with library customers and provides unique solutions tailored to the concern. • Researches possible new collections and resources to provide. 	<ul style="list-style-type: none"> • Explores library collections, integrated platforms, programs, and services at peer institutions and compares to the University's current practices to find areas for improvement or change. • Engages with student and faculty feedback on provided library support services and suggests various solutions to supervisor based on responses. 	<ul style="list-style-type: none"> • Proposes new library collections, resources, and processes to improve overall library function and customer experience. • Integrates emerging technologies into a variety of instructional strategies to support the changing learning styles, interests, and ability of all students. • Establishes more efficient methods to track collections.

Student Programs/Services

Job Family: Advising

Job Path: Academic Advising

Job Template: Academic Advisor 1/P3

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Contributes creative ideas for new recruitment and/or orientation programs and activities. • Determines the needs and goals of students to provide personalized curriculum decisions. • Reviews and analyzes current department processes and procedures to increase effectiveness and efficiency. 	<ul style="list-style-type: none"> • Researches programs and activities conducted at peer institutions which assist in recruitment and retention of students. • Utilizes past student experiences and creativity to tailor curriculum decisions and meet the goals and needs of the individual student. • Explores new methodologies and procedures for performing work to increase personal and department effectiveness and efficiency. 	<ul style="list-style-type: none"> • Proposes recommendations to improve individual and department effectiveness and efficiency, drawing on knowledge of current University practices and peer institutions. • Predicts student career and academic needs and creates future-oriented plans of action for students to follow. • Adjusts workflows and plans of study based on changing departmental and University policy or expectations.