

Change Management and Adaptability

Competency Statement Examples

Definition: Contributes to the development of a unit/department’s direction based on the larger division’s goals and initiatives considering future impact; anticipates changes to current philosophy, practices, and procedures to achieve unit/department's mission; develops strategies to navigate and mitigate apprehension among staff and customers due to changes; encourages and assists employees to engage and adapt to changes; remains flexible to meet constantly changing and sometimes opposing demands.

Previous Competencies: Change Management and Vision

Student Programs/Services

Job Family: Admissions and Registration

Job Path: Admissions

Job Template: Admissions Manager/M5

| Proficient | Advanced | Expert |
|---|--|--|
| <p>Applies change management strategies to guide the admissions team through the adoption of new policies and procedures through providing support and resources to help team members adapt effectively.</p> <p>Regularly communicates and implements updated program policies and procedures, ensuring that staff is aware of and ready for changes.</p> <p>Utilizes staff feedback to optimize processes, enhancing efficiency and meeting admissions deadlines effectively.</p> <p>Encourages the admissions team to gain a clear understanding of the evolving admissions landscape by sharing relevant data, and fostering open communication.</p> | <p>Takes the lead in transitioning the admissions team from old to new programs and provides the necessary support and guidance throughout the process, such as offering coaching, mentoring, and resources to help team members excel in their new roles.</p> <p>Participates in the development and implementation of admissions program goals and objectives by working with university leadership to ensure that admissions goals are in line with the broader strategic vision.</p> <p>Has agility in reordering departmental priorities and swiftly adapts to changing circumstances while maintaining a high level of productivity.</p> <p>Drives program acceptance and effectively articulates the impact of changes to prospective students, parents, and other relevant stakeholders.</p> | <p>Takes the lead in crafting compelling and inspirational mission and vision statements that guide the Admission’s department future.</p> <p>Leads and directs the development and alignment of admissions department goals with UConn's strategic direction by collaborating with university leadership, conducting strategic planning, and translates broad objectives into practical plans for the admissions team.</p> <p>Provides mentorship and guidance to the admissions team to help them fully understand their new roles and responsibilities in response to departmental changes.</p> <p>Engages with students, faculty, and other university stakeholders, addresses questions and concerns, and promotes a shared understanding of the benefits and implications of admissions changes.</p> |

Job Family: Facilities Management

Job Path: Facilities

Job Template: Facilities Manager/M6

| Proficient | Advanced | Expert |
|---|--|---|
| <p>Guides employees through transitions in maintenance procedures by recognizing the need for change, understanding the impact on daily operations, and communicating the rationale behind the changes to staff.</p> <p>Listens to staff feedback and makes necessary adjustments by streamlining maintenance procedures and work assignments to meet operational timelines effectively.</p> <p>Provides staff with regular updates and addresses questions and concerns to ensure that the team is on the same page regarding changes in maintenance operations.</p> | <p>Leads transitions from traditional to improved maintenance practices within the department, enhancing efficiency and service quality.</p> <p>Actively contributes to the development and execution of maintenance-related goals and objectives, aligning them with broader university objectives.</p> <p>Adapts maintenance priorities swiftly by maintaining a flexible mindset, reallocating resources, and modifying maintenance plans to ensure the uninterrupted delivery of essential services in response to changing circumstances and evolving needs.</p> <p>Fosters acceptance of new maintenance procedures and effectively articulates changes and their impact on university facilities and stakeholders to facilitate understanding and buy-in.</p> | <p>Plans and executes action plans for smooth transitions in maintenance operations, offering clear direction, support, and resources to ensure efficient and effective change processes that guide the Facilities team seamlessly.</p> <p>Coaches and counsels staff to gain a comprehensive understanding of their revised roles and responsibilities in response to evolving Facilities procedures and needs.</p> <p>Actively engages with the university community, provides status updates, and attentively listening to concerns related to Facilities changes to promote genuine acceptance and collaboration.</p> |

Job Family: Grants and Contracts

Job Path: Grants and Contracts

Job Template: Senior Grants and Contracts Manager/M7

| Proficient | Advanced | Expert |
|---|---|--|
| <p>Effectively communicates the long-term vision of the grants and contracts department to both internal staff and external stakeholders at UConn through utilizing clear and concise language to articulate the unit's overarching goals, ensuring that all team members understand their roles within the broader vision.</p> <p>Engages staff in the goal-setting process through insightful interviews to gather input on departmental needs and aspirations, fostering a collaborative approach that instills a sense of shared ownership among team members.</p> <p>Uses motivational techniques to instill a sense of purpose and dedication, aligning individual efforts with the collective vision of the grants and contracts department.</p> | <p>Effectively communicates the vision and mission of the grants and contracts department to employees by actively seeking and incorporating feedback, engaging in open dialogue to refine strategies, and ensuring the vision remains dynamic and responsive to the evolving needs of the department and the university.</p> <p>Acknowledges and capitalizes on the departments strengths while addressing areas needing improvement through the development of comprehensive plans that leverage existing capabilities and actively target weaknesses, aligning these efforts with the department's overarching vision.</p> | <p>Able to anticipate trends, identify future changes impacting the grants and contracts department, and proactively formulates strategic plans to capitalize on emerging opportunities and mitigate potential threats, ensuring sustained success.</p> <p>Generates and evaluates alternative options aligned with the department's vision, making strategic decisions and employing innovative problem-solving for enhanced adaptability and resilience.</p> <p>Consistently communicates the strategic direction with enthusiasm, inspiring a collective pursuit of the vision among staff, and encourages a culture of inclusivity, empowering every team member to contribute ideas and perspectives, fostering a dynamic and collaborative work environment.</p> |

Job Family: Theater

Job Family: Production

Job Template: Theater Operations Manager/M5

| Proficient | Advanced | Expert |
|--|--|---|
| <p>Effectively conveys a compelling vision for the theater operations unit to both staff and stakeholders, ensuring a shared understanding of the long-term goals and objectives.</p> <p>Engages staff in the goal-setting process through interviews, appreciating their input to shape departmental needs and aspirations, thereby cultivating a sense of ownership among team members.</p> <p>Inspires and motivates team members within the theater operations department, creating a work environment where individuals feel a sense of purpose and dedication to achieving common goals.</p> | <p>Effectively communicates the vision and mission of the theater operations unit to employees, integrating valuable feedback for innovative ideas on accomplishing new goals and objectives related to performance excellence and venue management.</p> <p>Develops and implements policies and procedures that support changes within the dynamic scope of the theater operations unit, ensuring adaptability and responsiveness to evolving performance requirements and industry trends.</p> <p>Acknowledges and strategically addresses the strengths and improvement areas of the theater operations department, enhancing performance schedules, production budgets, and overall efficiency in managing performing arts venues.</p> | <p>Anticipates trends and future changes within the performing arts and venue management landscape, taking a proactive stance in addressing potential threats and capitalizing on opportunities for sustained success in theater operations.</p> <p>Generates and evaluates alternative options for action to achieve long-range goals, ensuring the theater operations unit excels in both artistic and logistical aspects of performance venue management.</p> <p>Consistently communicates and encourages staff participation in the theater operations unit's strategic goals, fostering a dynamic and collaborative environment that enhances the performing arts experience at UConn.</p> |