Diplomacy

Competency Statement Examples

Definition: Responds to difficult, stressful or sensitive interpersonal situations to minimize conflict by carefully choosing words and using a tone appropriate for the situation at hand; senses what others are feeling and responds in a tactful manner, finding balance in the response to all parties so that a situation does not escalate further.

Communication and Marketing

Job Family: Communication and Marketing

Job Path: Publicity/Marketing

Job Template: Senior Communication, Publicity, and Marketing Manager/M7

Proficient	Advanced	Expert
Identifies and resolves interpersonal conflict within unit with minimal disruption to marketing and communications functions. Collaborates and relates with key internal and external stakeholders, partners, and sponsors to integrate marketing strategies, maximize publicity, and enhance engagement, awareness, fundraising, and participation in programs. Displays self-awareness and integrity during difficult, stressful, or sensitive interpersonal situations or conflict.	Finds common ground between personnel in conflict and aligns their interests and goals. Guides personnel toward consensus and shared understanding in a tactful, respectful manner. Represents their unit during collaboration with internal and external stakeholders; aligns their unit's needs and contractual deliverables with the needs of other key stakeholders to foster internal and external relations. Encourages collaboration amongst assigned staff in the development and implementation of multifaceted communications programs. Connects assigned staff with other stakeholders to foster University-wide collaboration.	Applies knowledge of assigned staff and social dynamics to anticipate interpersonal conflict or concerns and proactively manages issues and behaviors to prevent internal strife, disfunction, or disruption to marketing and communications functions. Builds and fosters trust of their unit/assigned staff by initiating and maintaining internal and external relationships, engaging in collaborative projects, and understanding and delivering on the needs of stakeholders. Leads team and assigned staff by example, displaying respect, tact, and the ability to find balance in the most complex, difficult scenarios. Bridges gaps between personnel or teams and ensures a sense of cohesion.

Job Family: Student Programs Coordination/Management

Job Path: Student Services Leadership

Job Template: Student Services Program Manager 1/M5

Proficient	Advanced	Expert
Demonstrates adaptability and upholds ethical standards in overseeing staff development and policy compliance. Responds adeptly to peers and authority figures, employing strategic communication to minimize conflict in coordinating and delivering student programs. Recognized as a team player, minimizes disruptions and contributes to a cohesive team environment.	Responds effectively to individuals in various positions, both within and outside the unit, ensuring common ground is swiftly found for the greater good of student programs. Quickly identifies common ground and solves problems for the benefit of the student services unit, promoting a harmonious work environment in the specialized student programs. Encourages collaboration among different stakeholders within the university community, gaining the trust and support of students, faculty, and administrators to enhance the effectiveness of the student services program.	Manages potential issues within the student services department to prevent internal strife or dysfunction, applying advanced knowledge of student and staff dynamics to maintain a positive and productive environment. Initiates and maintains relationships with individuals across all levels at UConn, extending beyond the immediate department to create a network that enhances the overall student services experience. Builds and sustains trust among team members, leading the student services program with integrity and effectiveness, encouraging staff to forge new interpersonal relationships that positively impact the student community. Earns the respect and regard of peers and other university stakeholders through effective communication, conflict resolution, and strategic collaboration.