

The ELEVATE Admins™ Competency Model  
At-a-Glance Reference Table

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Qualities	The foundation upon which your admin career is built
Character	<i>Who you are as a person:</i> Work ethic, values and overall level of care and interest you bring to your work
Ethics	<i>Your integrity and moral compass:</i> Ability to protect privacy and navigate complex situations with a strong ethical foundation
Professionalism	<i>Your demeanor and self-presentation:</i> Attitude, poise, language, physical appearance and overall workplace behaviors
<p><b>Anyone can develop these traits through practice.</b> <b>Authenticity and diversity are crucial.</b></p>	
Core Competencies	The building blocks for administrative work
Organization	<p><i>The ability to maintain control over your physical environment</i></p> <ul style="list-style-type: none"> <li>• Includes management of paper, physical space, and virtual space</li> </ul>
Time & Project Management	<p><i>The ability to appropriately allocate the right time to the right activities</i></p> <ul style="list-style-type: none"> <li>• Includes project management, tracking deadlines, prioritization, managing up and managing expectations, calendar management, email triage and more</li> <li>• Leveraging systems, developing processes, streamlining workflow, properly prioritizing competing demands</li> </ul>

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<p>Communication</p>	<p><i>The ability to interact appropriately with others</i></p> <ul style="list-style-type: none"> <li>• Understanding communication styles and adapting appropriately</li> <li>• Focusing on words, tone, body language, active listening</li> <li>• Choosing appropriate modes: phone, in person, email, etc.</li> <li>• Building communication systems with people you support</li> </ul>
<p>Client Service</p>	<p><i>The ability to deliver value to those you serve</i></p> <ul style="list-style-type: none"> <li>• Recognizing clients can be internal or external</li> <li>• Understanding your primary client is the person or people you support—your job is to serve and protect time and attention</li> <li>• Gatekeeping</li> <li>• Demonstrating emotional intelligence in all interactions</li> </ul>
<p>Technology</p>	<p><i>The ability to utilize expertise with necessary work equipment</i></p> <ul style="list-style-type: none"> <li>• Attaining broad technological acumen, rather than mastery of one specific tool</li> </ul>
<p style="text-align: center;"><b>The goal is to acquire advanced proficiency.</b></p> <p style="text-align: center;"><b>“The secret to success is to do the common things uncommonly well.”</b></p> <p style="text-align: center;">JOHN D. ROCKEFELLER</p>	
<p><b>Advanced Competencies</b></p>	<p><b>The skills and knowledge required for higher-level administrative work; the differentiator between the average support professional and an administrative partner</b></p>

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<p>Critical Thinking: Use of logic and reasoning Creative Thinking: Abstract, “outside the box” thinking Avoid autopilot; aim for full mental engagement</p>	
<p>Big Picture Understanding</p>	<p><i>The ability to interpret the broad business environment</i></p> <ul style="list-style-type: none"> <li>• Observing and recognizing interconnections</li> <li>• Appreciating how actions create consequences</li> <li>• Practicing “Systems Thinking”</li> </ul>
<p>Process Improvement</p>	<p><i>The ability to identify and implement ways to achieve greater impact</i></p> <ul style="list-style-type: none"> <li>• Reevaluating established ways of doing things</li> <li>• Adopting a mindset of continuous improvement</li> </ul>
<p>Problem Solving</p>	<p><i>The ability to find solutions for difficult or complex issues</i></p> <ul style="list-style-type: none"> <li>• Proactively preventing problems</li> <li>• Addressing root cause rather than simply solving the situation</li> </ul>
<p>Decision Making</p>	<p><i>The ability to come to a conclusion using sound judgement</i></p> <ul style="list-style-type: none"> <li>• Recognizing far reaching consequences of decisions</li> <li>• Being motivated by integrity and a sincere desire to create the best possible outcomes</li> <li>• Making decisions on behalf of others—learning how leaders think—and using intuition wisely</li> </ul>
<p>Anticipation of Needs</p>	<p><i>The ability to be proactive</i></p> <ul style="list-style-type: none"> <li>• Doing the right things today to set yourself (and your leaders) up for success tomorrow</li> <li>• Looking ahead, preparing for what’s next, and taking initiative to do whatever needs to be done—<i>without necessarily being told</i></li> <li>• Shifting from task focus to result focus</li> </ul>

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<p>Change Championship</p>	<p><i>The ability to advocate for (and support others in adopting) necessary change</i></p> <ul style="list-style-type: none"> <li>• Managing your own natural response to change so you can quickly and productively adapt to it</li> <li>• Supporting others to manage resistance and come to terms with change</li> <li>• Supporting leaders as they rollout change initiatives</li> <li>• Identifying and advocating for necessary changes</li> </ul>
<p><b>Key Integrated Behaviors</b></p>	<p><b>Broad skillsets that define the essential factors for peak performance—must be integrated into every other piece of the model</b></p>
<p>Teamwork</p>	<ul style="list-style-type: none"> <li>• Demonstrating elevated team behavior</li> <li>• Working to create a sense of equity</li> <li>• Encouraging people to lean on one another for support</li> <li>• Leveraging wisdom of the group and offering peer recognition</li> <li>• Demonstrating respect, acceptance, trust and practicing advanced communication skills to resolve conflict constructively</li> </ul>
<p>Self-Management</p>	<ul style="list-style-type: none"> <li>• Working autonomously and taking responsibility for your own behaviors</li> <li>• Guiding, motivating and directing yourself, rather than relying on others to do it for you</li> </ul>
<p>Leadership</p>	<ul style="list-style-type: none"> <li>• Demonstrating influence within your team and organization</li> <li>• Leading by example, setting the tone, being a resource and helping others to achieve their goals</li> </ul>