

Competency Framework

Anchors

The new EPSO Competency Framework defines the **8 general competencies** that EU officials are expected to demonstrate throughout their career. Each general competency is composed of various observable elements, called **anchors**. This leaflet contains all 8 general competencies and their respective anchors.





8 competencies to demonstrate

1. Critical thinking, analysing & creative problem-solving
2. Decision-making & getting results
3. Information management (digital and data literacy)
4. Self-management
5. Working together
6. Learning as a skill
7. Communication
8. Intrapreneurship



1.

Critical thinking, analysing & creative problem-solving

Thinks holistically and translates complex information into creative and innovative solutions.

Anchors:

- ▶ Differentiates the essential from less crucial elements and manages to integrate information coming from different sources.
- ▶ Identifies possible ways forward taking a range of points of view and positions into consideration.
- ▶ Manages complex information and concepts well.
- ▶ Establishes connections between elements that go beyond their own area of responsibility and the here and now. Anticipates possible impact with regard to the bigger picture.
- ▶ Generates original ideas and innovative solutions to problems by thinking out-of-the-box.

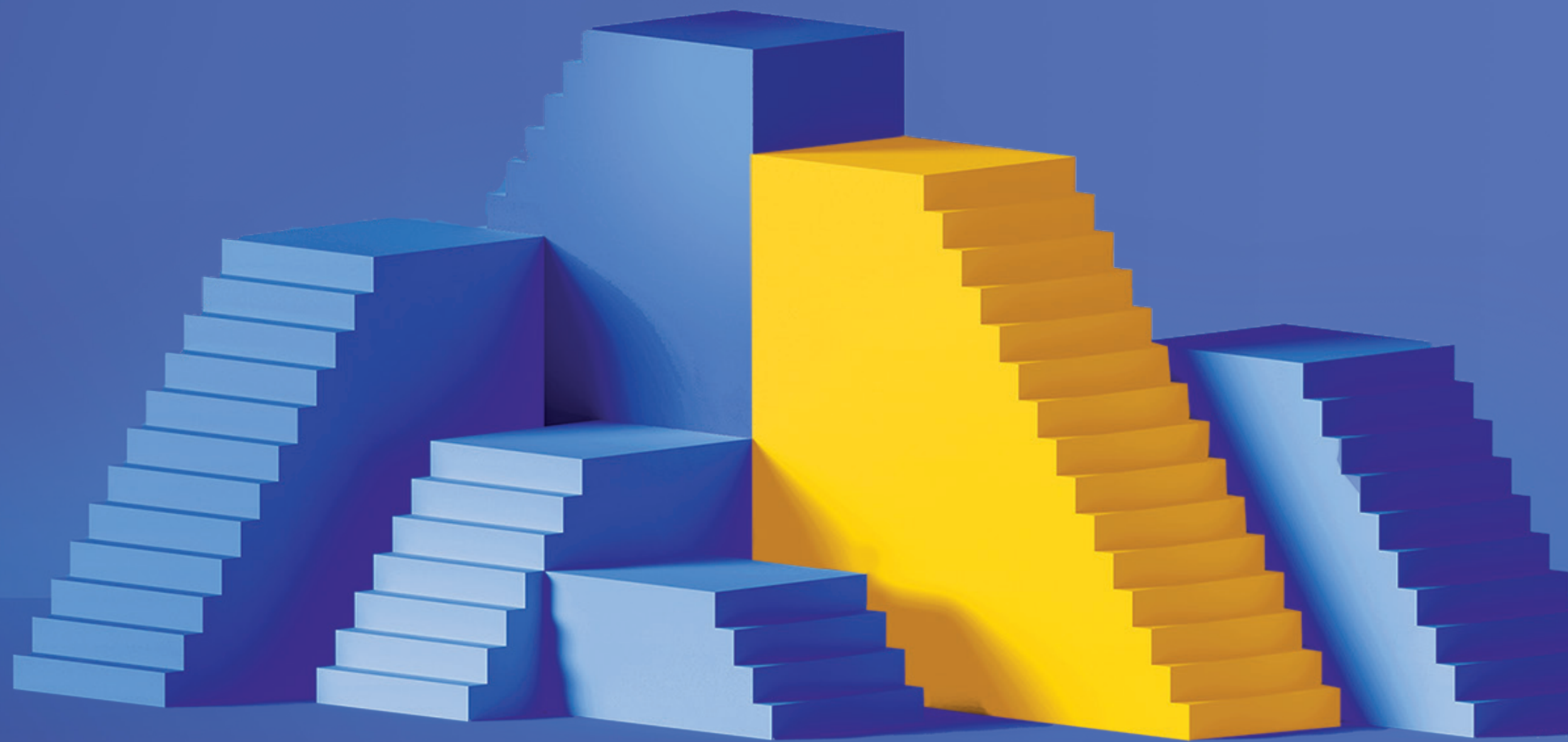
2.

Decision-making and getting results

Takes decisions in a shifting environment, translates them into action and works towards tangible results.

Anchors:

- ▶ Takes decisions, even when confronted with unknown circumstances or incomplete information.
- ▶ Comes to an informed decision, checking the advantages and disadvantages of different alternatives.
- ▶ Adopts a practical course of action: flexibly adapts and chooses the most opportune action considering the situation.
- ▶ Proactively suggests action and solutions on their own initiative.
- ▶ Proposes targeted action in order to achieve tangible results for the set objectives.



3.

Information management (digital and data literacy)

Translates knowledge and skills through digital tools and technologies, optimises ways of working by utilising the digital environment.



Anchors:

- ▶ Uses relevant sources and different search strategies to fulfil the information needs arising from complex tasks.
- ▶ Evaluates the credibility and reliability of sources, data, information and content in digital environments.
- ▶ Selects and applies appropriate digital tools and technologies to work with others, interact and share information.
- ▶ Recognizes the value of digital competencies and shows willingness to invest time proactively in keeping up to date with digital evolution.
- ▶ Indicates and explains technological needs clearly to colleagues, service providers and stakeholders.



4.

Self-management

Organises own tasks, demonstrates responsibility and a constructive attitude at all times.

Anchors:

- ▶ Organises own work effectively.
- ▶ Takes responsibility for own results and demonstrates commitment to achieve their goals.
- ▶ Responds calmly to obstacles and is able to distance themselves from frustration and negativity.
- ▶ Applies strategies to help prevent stress and setbacks (e.g. asking for help or support when necessary).
- ▶ Is adaptable concerning changing work conditions and responds to fluctuating circumstances in a positive manner.

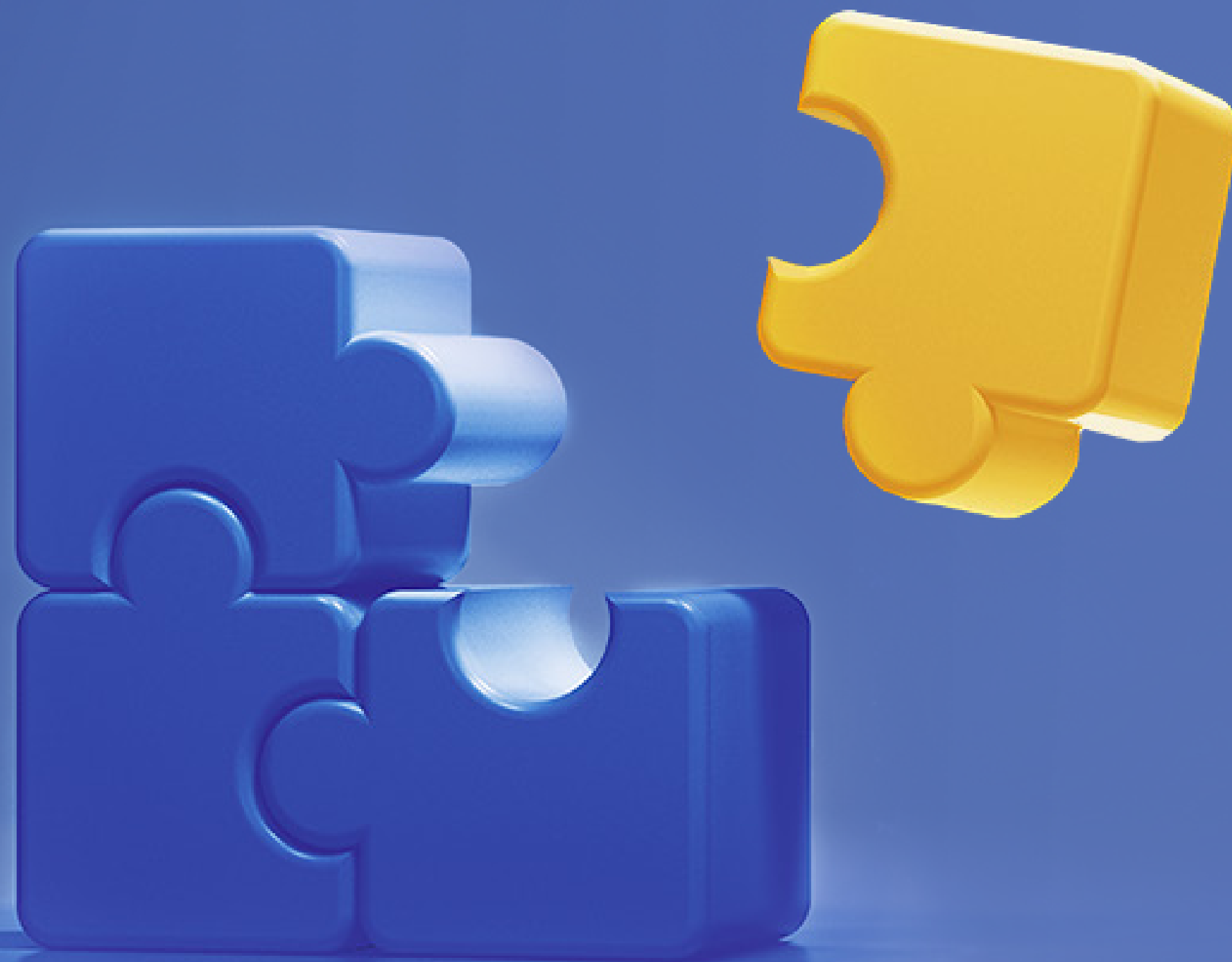
5.

Working together

Demonstrates cross-functional cooperation and fosters diversity and inclusion. Cooperates well by seeking compromise, sharing knowledge and assisting others.

Anchors:

- ▶ Encourages cooperation between teams and identifies themselves with the common goals and interests.
- ▶ Discusses differences of opinion openly with the individuals concerned, understands other points of view, and strives for compromise in situations of conflict.
- ▶ Embraces diversity and fosters an environment of inclusion, strives to treat all others equally and with fairness.
- ▶ Offers assistance and help to others.
- ▶ Proactively shares knowledge for the benefit and learning of others on an ongoing basis.



6.

Learning as a skill

Actively manages own learning, growth and self-improvement.

Anchors:

- ▶ Identifies their own learning needs and develops their own skills through continual learning.
- ▶ Purposefully manages personal growth: strives to understand own strengths and weaknesses.
- ▶ Responds positively to feedback and to constructive criticism.
- ▶ Seizes every opportunity to learn, even from failure.
- ▶ Identifies opportunities to apply lessons learned and improve their performance.



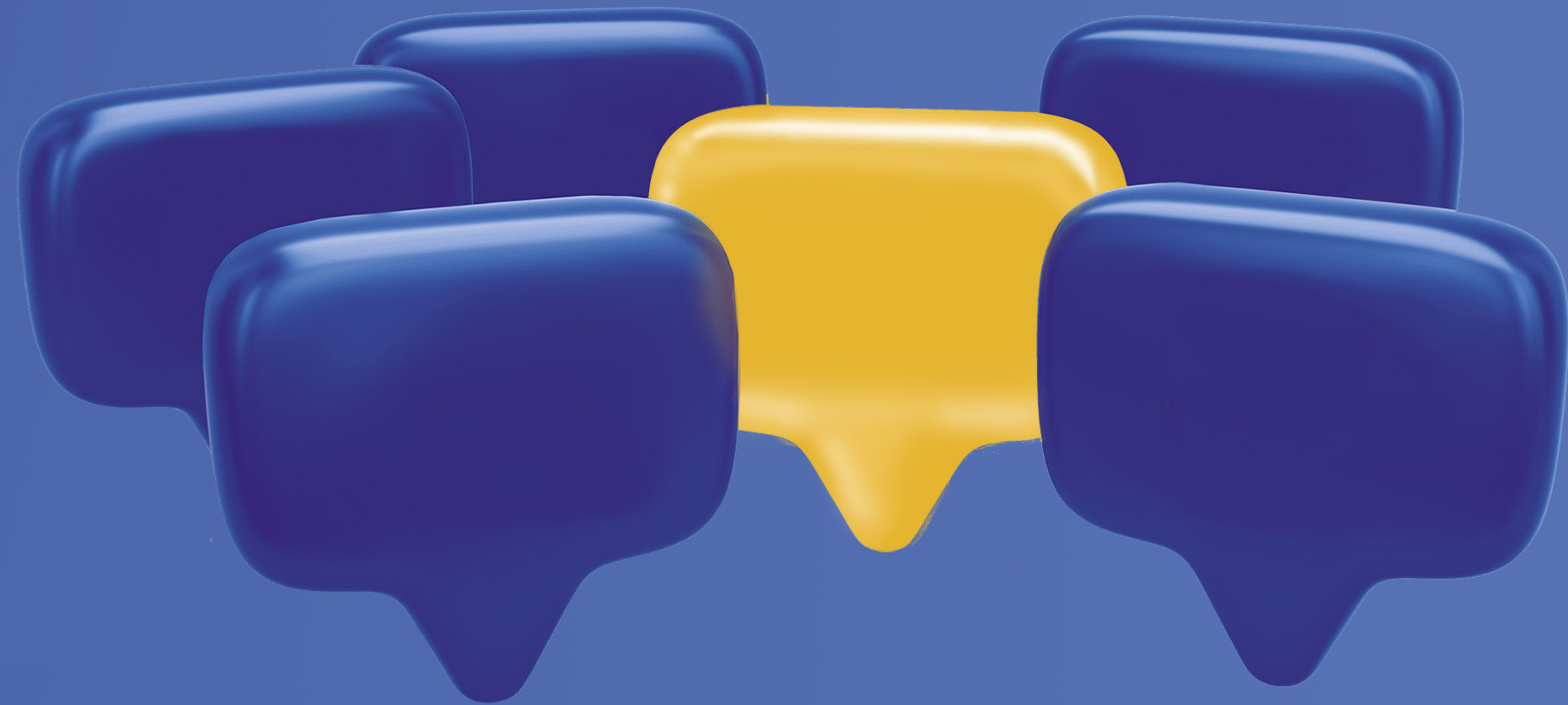
7.

Communication

Conveys information and opinions clearly, generates buy-in by facilitating interaction and engaging effectively with others.

Anchors:

- ▶ Conveys information and opinions clearly and concisely (verbally as well as in writing).
- ▶ Tailors the message to respond to the needs of the person or persons with whom they are communicating.
- ▶ Uses convincing arguments and solid reasoning to put the message across.
- ▶ Takes into account the point of view of others.
- ▶ Communicates in ways that generate buy-in and create a win-win situation for the parties involved.



8.

Intrapreneurship

Drives change, inspires and empowers others in implementing change and offers guidance at all levels.

Anchors:

- ▶ Demonstrates initiative, removes barriers and thinks ahead.
- ▶ Takes on new challenges and initiates change, takes the lead when required.
- ▶ Inspires and encourages others to take action and move ahead.
- ▶ Guides and empowers others in order to grow and better their performance.
- ▶ Acts as a role model and an ambassador for the department.

