

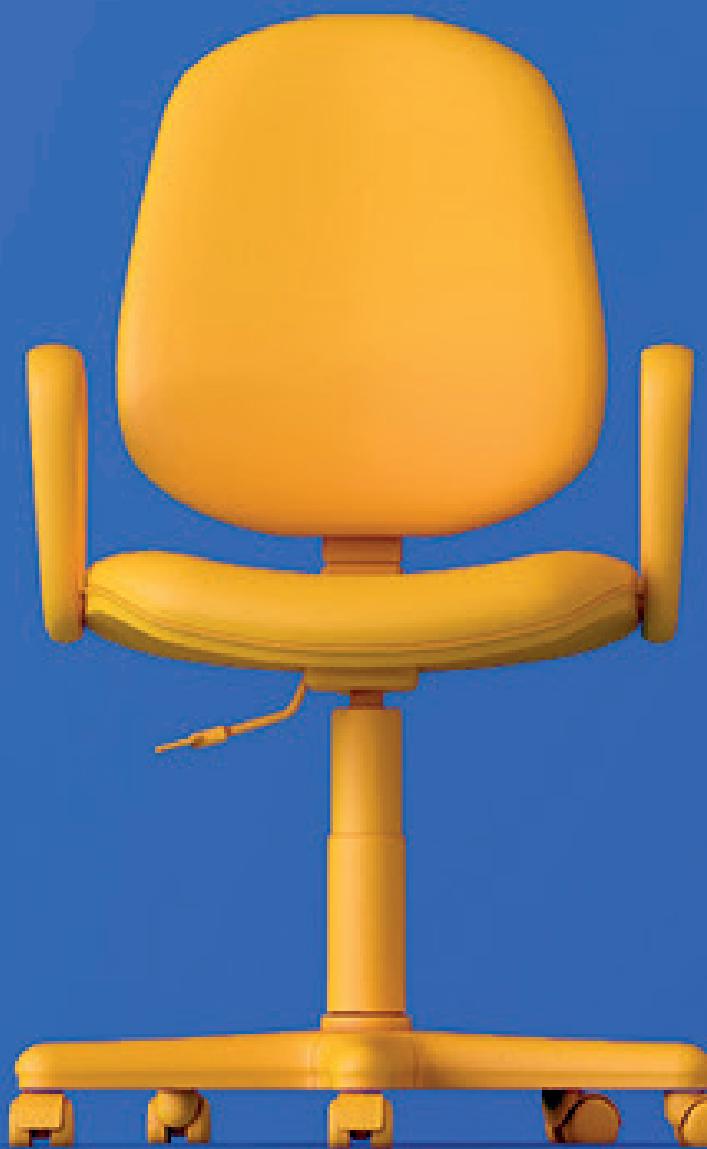
# Competency Framework

## 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.

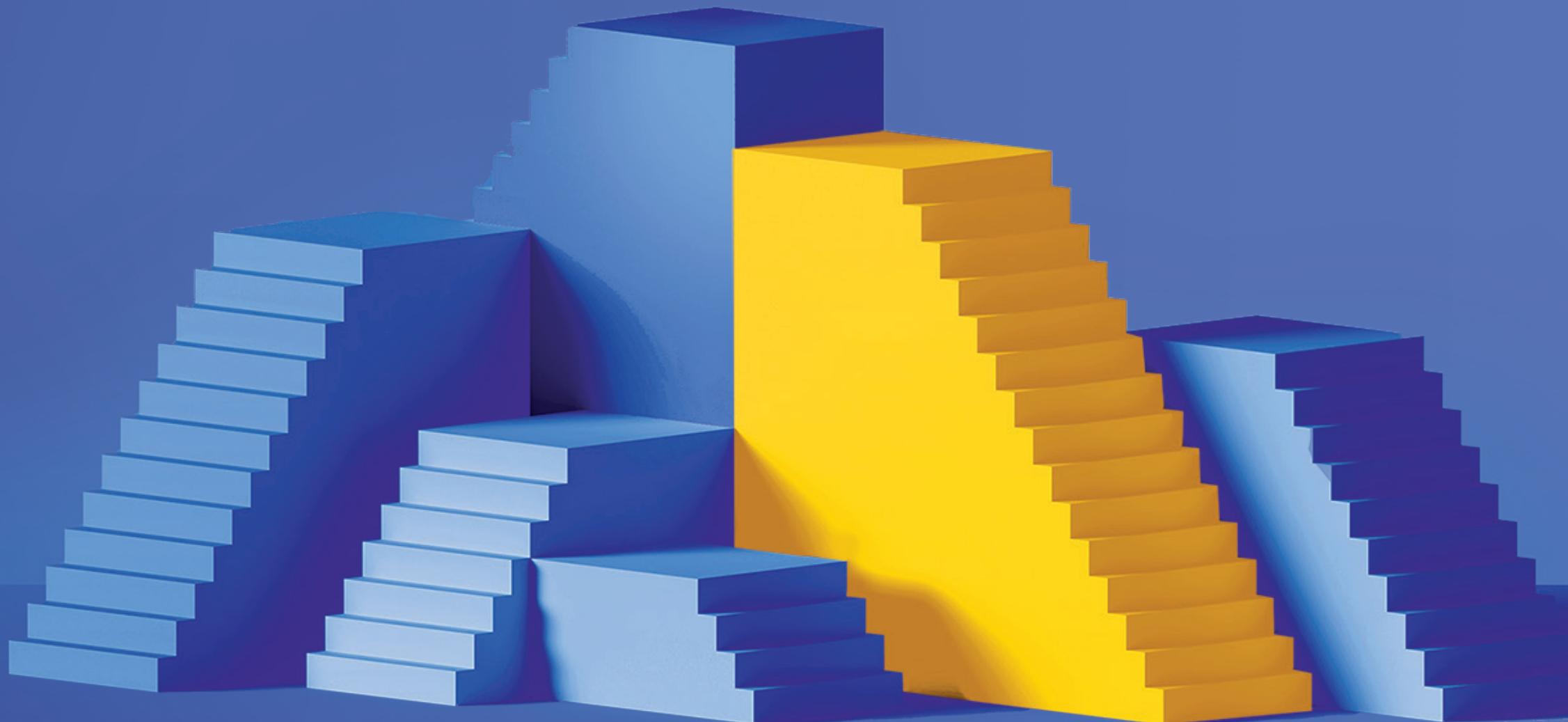
## 2.

# 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:

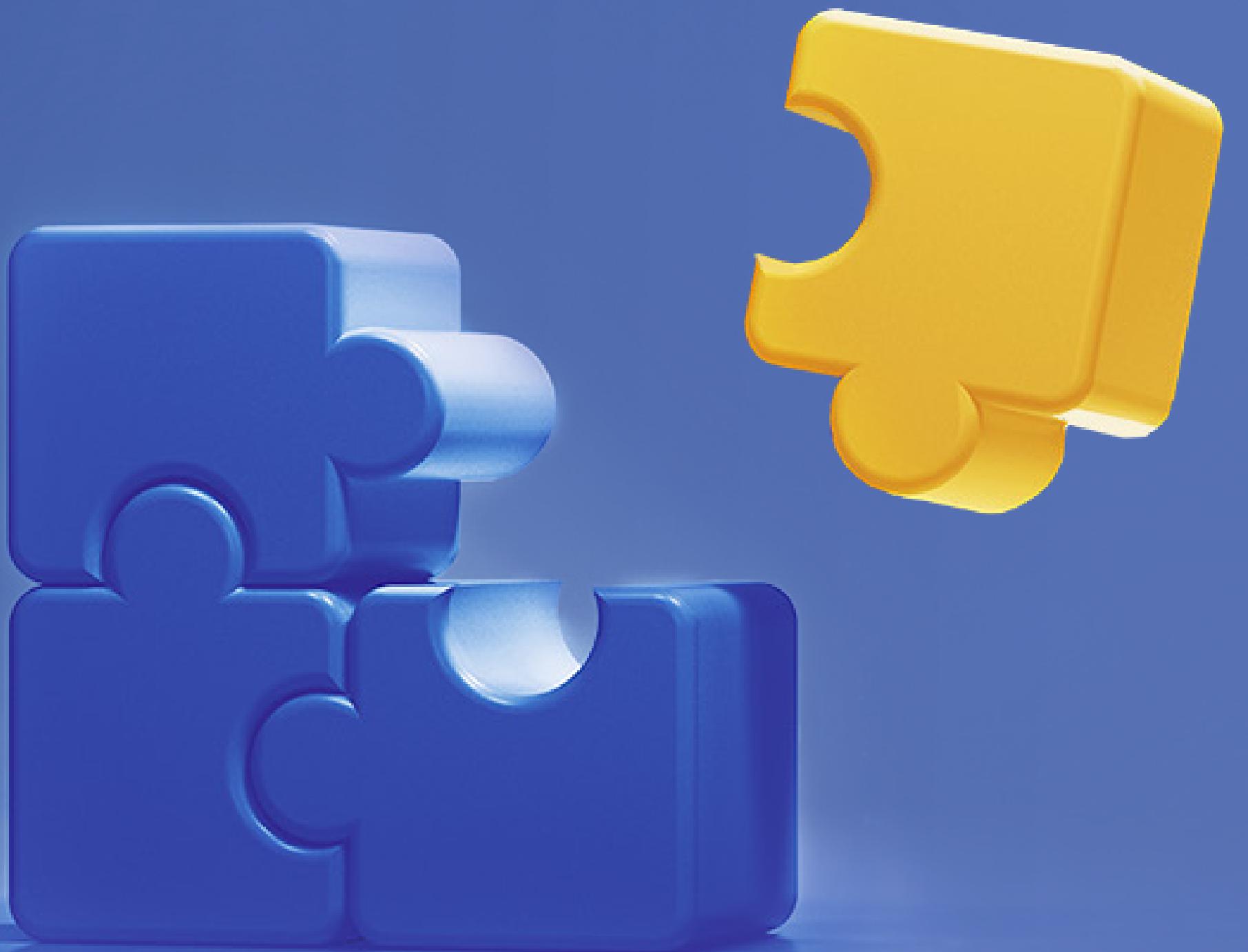
- ▶ Organises own work effectively.
- ▶ Takes responsibility for own results and demonstrates commitment to achieve their goals.
- ▶ Responds calmly to obstacles and is able to distance themselves from frustration and negativity.
- ▶ Applies strategies to help prevent stress and setbacks (e.g. asking 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.

