

FBI Core Competencies

COMPETENCY NAME	DEFINITION
Collaboration	<p>Establish contacts and interact effectively with external agencies, government officials, the media, the community, and internal Bureau contacts; display professionalism while working with others to achieve common goals, and mediate concerns between individuals and groups and settle disputes.</p> <p>Behaviors/Skills:</p> <ul style="list-style-type: none"> • <i>Resolve and Manage Conflict</i> – Successfully mediate concerns between individuals and groups while considering organizational objectives; develop agreements and settle disputes equitably; find common ground and obtain cooperation with minimum disruption • <i>Demonstrate Political Savvy</i> – navigate effectively within the organization's social, political, and technological systems • <i>Work with Others</i> – Work with others to identify and achieve common goals • <i>Liaise</i> – Establish contacts and interact effectively with Federal, State and local agencies; government officials; media; community; internal Bureau contacts; and other organizations and agencies
Communication	<p>Express thoughts and ideas clearly, concisely, persuasively, and effectively orally and in writing; interpret and understand verbal or written communications; tailor the communication to the experience, exposure, or expertise of the recipient; and proactively share information with others when appropriate.</p> <p>Behaviors/Skills:</p> <ul style="list-style-type: none"> • <i>Persuade</i> – Influence others to accept an idea or point of view; provide compelling reasons to accept a change or course of action • <i>Listen and Interpret</i> – Understand and identify key spoken information; be sensitive to verbal and non-verbal cues from others; ask probing questions to collect additional information or clarify a message; respond appropriately to questions; paraphrase what has been said to ensure understanding • <i>Share Information</i> – Express self concisely and clearly; use appropriate tone in conversation; present information in a well organized manner; provide sufficient detail to ensure communication is understood; write in a clear, concise manner appropriate for the audience; proactively identify who needs information and to share it, when appropriate
Flexibility/ Adaptability	<p>Adapt to unanticipated problems or conflicts; respond positively and productively to work challenges; respond positively to and successfully manage change at work; support organizational change in a positive and productive manner; willingly accept new priorities, procedures or goals.</p> <p>Behaviors/Skills:</p> <ul style="list-style-type: none"> • <i>Adapt</i> – Adapt to unanticipated problems or conflicts; respond positively and productively to work challenges • <i>Manage Change</i> – Respond positively to and successfully manage change at work; support organizational change in a positive and productive manner; willingly accept new priorities, procedures, or goals
Initiative	<p>"Willingness to begin projects/ work or to address issues; be proactive and creatively respond to problems/issues/tasks; show a commitment to serve the public; ensure that actions meet public needs; align organization objectives and practices with public interests.</p> <p>Behaviors/Skills:</p> <ul style="list-style-type: none"> • <i>Be Proactive</i> – Take action in anticipation of future needs or opportunities; initiate activity to accomplish a task or goal; pursue participation in activities; volunteer ideas, resources, or efforts • <i>Develop Self</i> – Continually strive to develop skills and abilities; learn from others • <i>Public Service Motivation</i> - Shows a commitment to serve the public; ensures that actions meet public needs; aligns organizational objectives and practices with public interests "

Leadership	<p>Motivate and inspire others; develop and mentor others; gain the respect, confidence, and loyalty of others; articulate a vision, give guidance and direct others in accomplishing goals.</p> <p>Behaviors/Skills:</p> <ul style="list-style-type: none"> • <i>Mentor</i> – Recognize positive and negative performance in others; provide objective, direct, and timely feedback; provide guidance to others on how to develop skills and abilities • <i>Direct</i> – Take a leadership role with others; provide clear objectives and goals to others; demonstrate calm and confidence when dealing with others; clearly articulate responsibilities • <i>Inspire</i> – Motivate others to work toward a common goal or objective; influence others by articulating a vision • <i>Presence</i> – Engender respect and loyalty from others by demonstrating credibility, professionalism, and integrity • <i>Set Strategic Direction</i> – Conceptualize, develop and articulate a vision; develop and articulate a strategy and goals to set direction; integrate the vision into daily work activities
Organizing and Planning	<p>Establish priorities, timetables, and goals/objectives; structure a plan of action for self and others; and develop both strategic and tactical plans; persist at a task despite setbacks; plan for and accomplish follow-up activities necessary to accomplish goal.</p> <p>Behaviors/Skills:</p> <ul style="list-style-type: none"> • <i>Plan</i> – Identify a goal and the resources and steps necessary to achieve it by attending to detail; identify potential problems and ways to overcome them; recognize consequences to actions; establish necessary follow up steps • <i>Prioritize</i> – Determine the relative importance of tasks or goals; expend time and effort in proportion to the relative importance of a task; use time and resources efficiently; avoid being distracted by irrelevant issues • <i>Follow Through</i> – Persist at a task despite setbacks; plan for and accomplish follow-up activities necessary to accomplish goals
Problem Solving/Judgment	<p>Critically evaluate conditions, events, and alternatives; identify problems, causes and relationships; base decisions or recommendations on data or sound reasoning; and formulate objective opinions.</p> <p>Behaviors/Skills:</p> <ul style="list-style-type: none"> • <i>Identify Problems and Opportunities</i> – Recognize when and where problems and opportunities exist; determine the cause of problems; accurately define and understand the nature of a problem; capitalize on opportunities • <i>Make Decisions</i> – Solve problems effectively; use appropriate information in determining solutions to problems; evaluate strengths and weaknesses of potential solutions to problems • <i>Manage Risks</i> – Identify and mitigate risk; take calculated and innovative risks • <i>Accept Responsibility</i> – Take ownership of problems and the need to solve them; weigh risks of potential solutions and determine if they are appropriate; make decisions in a timely manner; defend decisions made when challenged • <i>Evaluate and Analyze</i> – Evaluate data, conditions, and events to support conclusions