



COMPETENCIES

Competencies

There are two groups of competencies in the system which are supposed to be evaluated:

1) **Core competencies** – the same for all IL employees

— (both non-superior IL employees and superior employees)

2) **Specific competencies** – they are divided into two groups – the first one for non-superior IL employees , the second one for superior employees

2) a. **Specific competencies** - for non-superior IL employees

2) b. **Leadership competencies** - for superior employees

All competencies (both specific and key, for superiors and subordinates) are derived from the company mission.

Detailed description of all competencies you will find on following slides.



Core competencies

Following competencies are for all IL employees (both non-superior IL employees and superior employees).

- **Flexibility / Innovation**

She/he has the ability to adapt to changes in the environment on a personal and workload basis, remaining professionally focused on assignments and goals without emotional reaction and task disruption.

She/he comes up with new ideas which contribute to company culture, development of business, technology or she/he helps to simplify the processes. She/he encourages positive changes.

- **Responsibility / Integrity**

Demonstrating responsible, reliable and trustworthy behaviour in all aspects of work, accepting personal responsibility in relation to work and other colleagues.

3 She/he has the ability to behave in an honest, fair, and ethical manner.
Showing consistency in words and action: Having strong moral principles.



Specific competencies

Following competencies are for non-superior IL employees.

- **Teamwork**

She/he has the ability and desire to work in a cooperative effort with others on a team to achieve a common goal. It is the promotion of working together and the linkage of intra and interdepartmental collaboration.

- **Customer approach**

She/he has the ability to display positive attitudes and behaviors, which demonstrate an awareness and willingness to respond to clients/customers in order to meet their needs, requirements and expectations.