Louisiana Competency Model for Applicants

STATECIVILSERVICE

Competency	Category	Definition	Example
Accepting Direction	Self	The ability to be open and willing to follow guidance or instructions.	Follows direction reliably, adjusts to feedback, and completes tasks on time.
Acting Decisively	Thought	The ability to make timely, confident decisions using sound reason.	Decides quickly, owns results, and explains reasoning.
Acting with Ethics and Integrity	Self	The ability to make choices that reflect ethical standards, integrity and honesty, regardless of circumstances or personal benefit.	Acts with integrity, respects confidentiality, and treats people fairly.
Adapting to Change	Self	The ability to demonstrate flexibility in thoughts, behaviors, and actions in response to evolving circumstances or unexpected change.	Adjusts quickly and stays effective during change.
Building and Supporting Teams	People	The ability to combine one's actions and efforts with others to work toward achieving a common goal.	Works well with others, contributes consistently, and supports the team.
Building Trust	People	The ability to create a safe and supportive environment where others feel comfortable speaking up, sharing ideas, and acknowledging mistakes.	Builds trust through honesty, empathy, and open conversation.
Championing Continuous Improvement	Results	The ability to promote and implement ongoing enhancements in processes, products, services, or organizational culture.	Applies improvement methods, tracks progress, and shares results.
Communicating Effectively	People	The ability to convey information, ideas, and emotions using structured communication methods that promote understanding and engagement.	Communicates clearly, listens actively, and explains complex ideas well.
Demonstrating Accountability	Results	The ability to take ownership of actions, behaviors, performance, decisions, and outcomes.	Owns results, meets standards, and responds to feedback professionally.

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Demonstrating Appreciation	People	The ability to express timely, specific, and sincere appreciation for others' actions, efforts, or qualities.	Gives specific, meaningful thanks that matches effort and timing.
Demonstrating Business Acumen	Thought	The ability to apply business insight, data, and strategy to make informed decisions and achieve organizational goals.	Plans around trends, meets stakeholder needs, and explains strategy.
Demonstrating Courage	Self	The ability to take purposeful action in the face of uncertainty, conflict, or resistance to advance important goals.	Handles tough issues directly and stays respectful under pressure.
Demonstrating Emotional Intelligence	Self	The ability to identify and understand emotions in oneself and others and use that understanding to manage one's behavior and relationships.	Adjusts tone and behavior to support connection and resolve conflict.
Demonstrating Initiative	Results	The ability to assess situations independently and take proactive steps to address them without being prompted or instructed by others.	Takes ownership, solves problems, and follows through.
Demonstrating Innovation	Results	The ability to generate, share, and apply original ideas to improve outcomes, solve problems, or create new value.	Applies creative thinking and turns ideas into improvements.
Demonstrating Persistence	Results	The ability to maintain sustained effort and focus to achieve goals, especially when facing slow progress, setbacks, or obstacles.	Stays focused through challenges, adapts based on feedback, and finds ways to move forward.
Developing Performance	People	Builds the future potential of others by supporting long-term growth, skill development, and career progression.	Gives clear, balanced feedback, reviews work quality, and supports individual growth through learning opportunities.

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Developing Plans	Thought	The ability to create structured strategies and plans that support the achievement of defined goals and objectives.	Aligns SMART goals to priorities, uses evidence to guide planning, and builds actionable plans with milestones.
Displaying Expertise	Results	The ability to demonstrate specialized knowledge, skills, and experience to apply subject-matter expertise in diverse and evolving contexts.	Solves problems using current expertise, explains concepts clearly, and adjusts messages for different audiences.
Displaying Professionalism	Self	The ability to uphold workplace standards through consistent conduct, responsible communication, and consideration for others.	Follows policies, meets expectations, and communicates clearly and respectfully across situations.
Driving Results	Results	The ability to set and pursue goals, maintain focus amid competing demands, and deliver results.	Sets clear goals, stays focused, owns outcomes, and uses feedback to improve.
Driving Vision and Purpose	Results	The ability to create and communicate a compelling direction that motivates others and aligns with long-term goals.	Aligns vision and goals to priorities, communicates clearly, and motivates others to engage.
Focusing on Customers	People	The ability to understand and meet the needs, preferences, and experiences of internal and external customers.	Understands customer needs, communicates clearly, and delivers timely, reliable service.
Following Policies and Procedures	Self	The ability to follow, reinforce, adapt, or develop policies and procedures to maintain compliance with federal and state legal requirements, State Civil Service rules, and organizational policies.	Applies and explains policies accurately, adapts in routine cases, and helps improve procedures.
Fostering Engagement	People	The ability to build a supportive environment that encourages motivation, belonging, and active participation.	Builds strong relationships, adapts messaging to motivate others, and uses feedback to stay engaged.

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Influencing Others	People	The ability to shape, guide, or alter the thoughts, behaviors, attitudes, or decisions of others.	Persuades through clear, audience-aware messaging; uses feedback and emotional awareness to influence effectively.
Leading Change	People	The ability to lead people through change by setting a focused direction, building trust, addressing concerns, and supporting lasting results.	Communicates a clear vision, involves others, adjusts plans, and uses feedback to improve change efforts.
Leading Effective Teams	People	The ability to build, guide, and motivate teams to achieve goals through collaboration, accountability, and shared purpose.	Sets clear direction, fosters collaboration, communicates well, makes sound decisions, and delegates effectively.
Learning Actively	Self	The ability to pursue learning, seek feedback, and integrate new knowledge to improve personal and professional performance.	Sets learning goals, applies new skills, uses feedback, and contributes to shared learning.
Leveraging Technology	Thought	The ability to use digital tools, systems, and emerging technologies to improve efficiency and effectiveness.	Uses technology to improve workflows, manage tasks, and collaborate effectively.
Making Accurate Judgments	Thought	The ability to assess options, weigh risks, and make sound decisions using available information and logical reasoning.	Makes timely, well-reasoned decisions using available info, context, and trade-offs.
Managing Budgets	Results	The ability to plan, monitor, and adjust budgets to meet goals, ensure compliance, and promote financial transparency.	Develops accurate budgets, tracks spending, and adjusts based on data and priorities.
Managing Conflict	People	The ability to recognize, address, and resolve disagreements constructively while preserving relationships and promoting mutual understanding.	Identifies issues, uses respectful communication, and applies fair strategies to resolve conflict.

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Managing from a Distance	People	The ability to manage individuals in telework status or across multiple locations.	Sets clear expectations, maintains regular communication, monitors performance, and keeps team motivated.
Managing Meetings	Results	The ability to plan and lead productive meetings that engage participants and drive outcomes.	Plans purposeful meetings, stays on track, manages disagreement, and confirms next steps.
Managing Performance	People	The ability to plan, monitor, and document employee performance throughout the year.	Sets clear expectations, uses systems to document accurately, and completes all performance duties per SCS and agency policies.
Managing Programs	Results	The ability to plan, execute, monitor, and evaluate programs to achieve strategic objectives and long-term outcomes.	Develops aligned program plans, reallocates resources, coordinates stakeholders, mitigates risks, and uses data for improvement.
Managing Projects	Results	The ability to plan, implement, and close out project initiatives by coordinating people, resources, and timelines to achieve defined outcomes.	Develops project plans, manages risks, collaborates with teams, communicates clearly, and tracks progress against milestones.
Managing Resources	Results	The ability to manage financial, physical, and contractual resources to ensure compliance and maximize business value.	Allocates resources effectively, follows procedures, tracks usage, and maintains accurate records to support operational and financial needs.
Managing Risks	Thought	The ability to identify risks and take action to reduce their likelihood or impact in order to protect people, resources, and long-term goals.	Identifies risks within scope, analyzes their impact, creates and adjusts mitigation plans, and communicates updates to support informed decisions.
Managing Stakeholders	Thought	The ability to identify key stakeholders, manage relationships, and align interests to move work forward.	Identifies and engages stakeholders based on their role; communicates clearly, resolves issues, and adjusts based on feedback.

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Managing Systems	Thought	The ability to influence how people, processes, tools, and technology interact as an integrated system to support teams and achieve organizational outcomes.	Understands how parts of the system interact; makes informed decisions and adapts as conditions change.
Managing the Employee Lifecycle	People	The ability to design, manage, and improve systems that guide how employees are hired, developed, retained, and offboarded.	Follows key processes for hiring, onboarding, development, and offboarding using competencies and structured tools.
Managing Time	Results	The ability to prioritize tasks, meet deadlines, and allocate time to ensure timely completion of work goals.	Plans and completes work on time using tools and strategies to stay focused and on track.
Navigating Organizations	Results	The ability to understand what an organization values, how it is structured, and how decisions are made to accomplish its goals.	Follows structure, respects values, and connects work to agency goals while managing stakeholder expectations.
Negotiating Agreements	Results	The ability to reach fair, mutually beneficial outcomes through ethical negotiation that builds trust and supports shared goals.	Prepares in advance, communicates clearly, and works toward fair, mutual solutions while adapting as needed.
Networking	People	The ability to build and maintain relationships across internal and external networks.	Builds and maintains professional relationships; shares insights, follows up, and participates in networking opportunities.
Solving Problems	Thought	The ability to identify root causes, analyze relevant data, and apply practical or innovative solutions to challenges.	Analyzes problems thoroughly, identifies root causes, and follows through with realistic, adaptable solutions.
Testing and Troubleshooting	Results	The ability to systematically analyze, diagnose, and resolve problems that arise within a system, device, or software.	Diagnoses and resolves technical issues using appropriate tools; documents and shares results clearly.

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Thinking Critically	Thought	The ability to analyze information objectively, identify connections across sources, and form logical, well-supported conclusions.	Analyzes key info, weighs evidence, and draws logical, well-supported conclusions from credible sources.
Thinking Strategically	Thought	The ability to anticipate trends, understand context, and align actions with long-term priorities.	Aligns actions with long-term goals; considers evidence, trends, and stakeholder needs when making decisions.
Training Others	People	The ability to design and deliver training experiences that build knowledge, develop skills, and improve performance.	Designs structured, relevant training; engages learners, adapts methods, and checks understanding with clear feedback.
Using Data	Results	The ability to collect, analyze, and use data to generate insights and inform decisions.	Collects accurate data, finds patterns, shares insights clearly, and uses data to make informed, ethical decisions.
Valuing Inclusion	People	The ability to recognize, appreciate, and support the contributions, perspectives, and experiences of all individuals to improve outcomes across teams and organizations.	Seeks diverse input, avoids bias, and takes responsibility for creating an inclusive team environment.
Working Safely	Results	The ability to maintain a safe work environment by following established safety rules, procedures, and practices.	Follows safety protocols, uses PPE correctly, reports hazards and incidents, and takes timely action.
Working with Financial Information	Results	The ability to interpret financial data, manage financial approvals, and ensure compliance to support informed decisions and promote transparency.	Accurately interprets financial data, applies policies, ensures compliance, and prepares transparent reports.