KPQ

Core competencies for Skillshare International development workers:

Integrity
Maintains and promotes social, ethical and organisational norms. Adheres to Skillshare International protocols and regulations.

- Fairly represents organisations capabilities
- Identifies and responds to unethical behaviour in an appropriate manner
- Acts on accordance with accepted ethical standards and code of conduct, avoiding inappropriate relationships within a given context
- Adheres to policies and regulations
- Meets commitments and promises

Managing Stress
Maintaining stable performance under pressure and/or opposition (time pressure, job ambiguity), able to relieve stress in a manner acceptable to other people and the organisation.
- Identifies personal signs of emotional and physical stress
- Uses appropriate coping strategies to manage stress
- Able to recognise stressful situations
- Maintains composure
- Identifies ways to reduce stress
- Seeks support from others

Self-Reliance and Self-Confidence
Able to confidently manage own affairs and look after own needs. Possesses belief in oneself.
- Able to identify and meet personal needs
- Shows ability to function independently in isolated situations
- Displays an active/responsible (optimistic) attitude in the face of challenges
- Has faith in own ability to be successful or overcome difficulties
- When appropriate, expresses own position clearly and confidently, even when it is evident that others don't agree (conflict management skills)
- Maintains self-esteem without personal support networks

Self-Awareness
Demonstrates an awareness of own strengths, limitations and personal values. Understands how own beliefs, thoughts and emotions influence behaviour and actions.
- Able to describe their own strengths and limitations

- Able to articulate their beliefs, motivations and values
- Able to describe their thoughts and emotions and how the influence their behaviour in a given situation.

Resilience

Can deal with disappointment or rejection. Keeps self-esteem even after negative feedback. Recovers from setbacks. Able to respond positively to challenges.

Cross Cultural Sensitivity

Remains open to all people regardless of race, religion or culture. Seeks opportunities to learn and understand other cultures. Able to communicate and interact effectively with people from different backgrounds.
- Shows interest and curiosity about other cultures
- Checks to ensure mutual understanding,
- Helps others to understand own culture
- Checks own understanding before acting in new situations, recognising that own interpretation may be misleading.
- Adjusts behaviour to others' cultural and work environment.
- Able to suspend the personal voice of judgement to understand different perspectives.

Working and developing others

Able to establish cooperative trustful relationships, humility, friendliness and sensitivity.
- Able to listen.
- Demonstrates patience, tolerance and respect for others
- Assumes that most people are honest and well intentioned.
- Provides tactful feedback.

Flexibility

Modifies style and approach in order to achieve a specific objective. Adapts behaviours to meet situational needs
- Adapts to other peoples' working style
- Able to change working habits
- Able to change strategies or approaches when necessary.
- Willing to change mind