

## NEW 25 DNA SOFT SKILL COMPETENCY DEFINITIONS

1. **Appreciating Others** - Identifying with and caring about others.
2. **Conceptual Thinking** - Analyzing hypothetical situations, patterns and/or abstract concepts to formulate connections and new insights.
3. **Conflict Management** - Understanding, addressing and resolving conflict constructively.
4. **Continuous Learning** - Taking initiative to regularly learn new concepts, technologies and/or methods.
5. **Creativity and Innovation** - Creating new approaches, designs, processes, technologies and/or systems to achieve the desired result.
6. **Customer Focus** - Anticipating, meeting and/or exceeding customer needs, wants and expectations.
7. **Decision Making** - Analyzing all aspects of a situation to make consistently sound and timely decisions.
8. **Diplomacy** - Effectively and tactfully handling difficult or sensitive issues.
9. **Employee Development/Coaching** - Facilitating, supporting and contributing to the professional growth of others.
10. **Flexibility** - Readily modifying, responding and adapting to change with minimal resistance.
11. **Futuristic Thinking** - Imagining, envisioning, projecting and/or creating what has not yet been actualized.
12. **Goal Orientation** - Setting, pursuing and attaining goals, regardless of obstacles or circumstances.
13. **Influencing Others** - Personally affecting others actions, decisions, opinions or thinking.
14. **Interpersonal Skills** - Effectively communicating, building rapport and relating well to all kinds of people.
15. **Leadership** - Organizing and influencing people to believe in a vision while creating a sense of purpose and direction.
16. **Negotiation** - Listening to many points of view and facilitating agreements between two or more parties.
17. **Personal Accountability** - Being answerable for personal actions.
18. **Planning and Organizing** - Establishing courses of action to ensure that work is completed effectively.
19. **Problem Solving** - Defining, analyzing and diagnosing key components of a problem to formulate a solution
20. **Project Management** - Identifying and overseeing all resources, tasks, systems and people to obtain results.
21. **Resiliency** - Quickly recovering from adversity.
22. **Self Starting** - Demonstrating initiative and willingness to begin working.
23. **Teamwork** - Cooperating with others to meet objectives.
24. **Time and Priority Management** - Prioritizing and completing tasks in order to deliver desired outcomes within allotted time frames.
25. **Understanding Others** - Understanding the uniqueness and contributions of others.