**Companywide Competencies**

**Consultative Decision Making:** Seeks collaborative discussion and provides constructive feedback when requested; making efficient decisions with established ownership. Identifies a group of people who will be consulted and notified for each significant decision. Exhibits genuine collaborative intent when interfacing with impacted parties including peers, reports, and managers. Encourages permanence of this process by creating a repeatable, predictable system of communication.

**Ownership:** Proactively identifies and understands responsibilities and deliverables, both within a team and the organization. Shares lessons learned from successes and mistakes, contributing to institutional knowledge. Builds and protects the Craft3 brand consistently and thoughtfully.

**Delegation/Accountability:** Promotes growth of others and team performance by transferring ownership of appropriate responsibilities. Ensures clarity around expectations, both received and delivered. Sets reasonable deadlines and holds self and others responsible for commitments.

**Customer Experience:** In every decision, places the client, community, and environment as a priority while protecting Craft3’s mission and interests. In every interaction internally and externally, builds and protects the Craft3 brand. Demonstrates consistency and thoughtfulness in delivering impact across the Northwest.

**Learning Culture:** Helps others develop and learn interpersonal and technical skills to enhance the capabilities of others. Expresses ideas effectively and influences others through authentic leadership and trust. Demonstrates curiosity, inventiveness, and seeks out simple, practical solutions.

**Coaching and Team Development:** Provides direct feedback and information to peers, reports, and managers in order to support the organization’s mission, strategies, and culture. Understands and reinforces roles of all team members. Acts with integrity and authenticity to support the mission of the organization.

**Respect:** Receives and delivers feedback objectively. Tells the truth even when it is difficult. Works to resolve issues one on one before involving others. Performs duties with excellence in ways that enable all team members to do likewise. Provides adequate advance notice of new procedures, events, and deadlines to colleagues. Recognizes when they need help and reaches out to supervisor and team as necessary.

**Flexibility:** Keeps an open mind and contributes to personal and organizational change. Embraces the collaborative decisions of others even if not in full agreement.

**Compliance:** Adheres to applicable regulatory and company policies, procedures, and systems. Expediently notifies and/or consults with appropriate parties to prevent and resolve policy violations.