

1 Personal development

- ▶ skills and qualities
- ▶ SMART objectives

1.2 Vocabulary Behavioural competencies and setting goals



Behavioural competencies

1 You work for Global Sounds, a tour management organization, arranging tours and concerts for musicians from around the world. What challenges and obstacles does this present you with? What skills are key in your job?

2 Behavioural competencies are observable skills and qualities required for effective performance in a job. Look at Global Sounds' list of behavioural competencies and put them into the correct column.

analytical thinking client focus decision-making effective communication flexibility holding people accountable innovation intercultural competence leadership managing change networking results orientation self-awareness self-development time management

Teamworking	Managing and developing yourself	Customer service	Problem-solving

3 Use the correct form of the words in the box to complete the definitions of five behavioural competencies below.

analyse apply communicate expect prioritize

- 1 being able to bring disciplined _____ to data and situations, to see cause and effect and to use this to make effective decisions
- 2 the ability to use the appropriate channel, means and style of _____ with tact in a variety of situations
- 3 the willingness and ability to give _____ to customers, delivering high-quality services which meet their needs
- 4 the ability to adapt with ease to a variety of situations; it is also about not being disconcerted by the _____
- 5 the ability to find opportunities to develop your skills and attributes through self-study, training, practical _____, and/or support from others

Now match each definition with a competency from Exercise 2.

Listening

4 1:07 Tony is a Project Manager at Global Sounds and is having a performance appraisal with his manager. Which of the behavioural competencies from Exercise 2 do they discuss?

5 1:07 Now listen again. What examples does Tony give to support his points?

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astute
SMART
time-bound