



ACTIVE LISTENING

Description:

Ability to listen not only what the person is expressing directly, but also the feelings, ideas or thoughts that underlie what is being said.

Criteria:

1. Understands communication from the point of view of the speaker.
2. Learns to listen between the "lines".
3. Does not adopt a hostile or emotional attitude while listening.



VERSATILITY

Description:

Versatility is the quality of doing different things. It is said that someone is a versatile person when they have very different interests and capacities. Ability to effectively couple to changing environments, which involve accountable processes or people; easily accepting and dealing new situations and to accept changes positively and constructively.

Criteria:

1. Open minded
2. Lifelong learner
3. Accepts new things
4. Adjusts
5. Teachable.



ADAPTATION TO CHANGE

Description:

Ability to easily accept and deal with flexibility and versatility to new situations and people and to accept changes positively and constructively.

Criteria:

1. Accepts and adapts easily to changes.
2. Responds to change with flexibility.
3. Promotes changes.
4. Handles multiple demands in a right way, quickly rearranging priorities.
5. Adapts your responses and tactics to changing circumstances.



ANALYTICAL THINKING

Description:

It is the ability to understand a situation, disaggregating it into small parts or identifying its implications step by step. It includes organizing the parts of a problem or situation in a systematic way, making comparisons between different elements or aspects and setting priorities in a rational way.

Criteria:

1. Unwillingness to accept authoritarian assertions without critical examination.
2. Information gathering & analysis.
3. Not adopting opinions before evidence.
4. Listen, evaluate, summarize.
5. Break down goals in interim goals.



APPEARANCE AND PRESENTATION

Description:

Ability to dress oneself for formal and informal situations, ability to groom oneself i.e. hair, facial hair and make-up are appropriate based on circumstances as well as bathing regularly

Criteria:

1. Body hygiene
2. Clothing adapted to the context and circumstances



ASK FOR ASSISTANCE

Description:

Ability to identify the need for support in order to access the necessary resources thanks to the help of others.

Criteria:

1. Recognizes own needs and limitations.
2. Expresses your emotions openly.
3. Calls for cooperation and assistance.
4. Identifies person that can help.



ASSERTIVENESS

Description:

Ability to express directly own feelings, opinions and thoughts. And defend our rights, at the right moment and in the right way without denying or disregarding others' feelings, opinions, thoughts and rights.

Criteria:

1. Discerns and responds appropriately to the states of mind, motivations and desires of others.
2. Expresses positive and negative feelings or desires in an effective way.



COMMITMENT

Description:

Permanent effort towards achieving an objective, which implies a high degree of integration of the physical, emotional and intellectual disposition of a subject on what he wants to achieve, either for his own or common benefit.

Criteria:

1. Ensures that institutional values are reflected in their daily behavior.
2. Cultivates corporate values.
3. Follows the rules and methods established for professional coexistence.
4. Streams the information and knowledge available to us.
5. Collaborates with others.
6. Represents the organization with dignity to third parties.



CONFLICT MANAGEMENT

Description:

It is the competence of a leader to propose solutions and resolve differences of ideas or opinions of the parties, relying on sufficient authority and justice, focusing on common interests, negotiation skills, assertiveness, assessment of others' needs and mediation.

Criteria:

1. Makes and negotiates compromises
2. Handles disputes in a rational balanced amicable way



CREATIVE THINKING

Description:

Ability to generate, discover and transform new ideas into useful and effective solutions applicable in the organization

Criteria:

1. Openness and courage to explore new ideas, throwing away preconceptions.
2. Uses imagination when looking for solutions to different issues.
3. Digging deeper into ideas.
4. Persisting in working towards own goals.
5. Expression of creativity through a task, providing creative accomplishments and products.



CRITICAL CAPACITY

Description:

Ability to evaluate data and lines of action, as well as to make logical decisions in an unbiased and rational way.

Criteria:

1. Analyzes and evaluates the information you have available.
2. Uses knowledge and intelligence to reach a reasonable and justified position on a topic.
3. Avoids prejudices.



CURIOSITY

Description:

Behavior that promotes exploration, research and learning. It has the effect of encouraging people to seek information and interaction with their natural environment.

Criteria:

1. Asks frequently.
2. Challenges the preconceived.
3. Learns continuously.



DECISION MAKING

Description:

Capacity to choose among several alternatives, those that are more viable for the achievement of the objectives, based on an exhaustive analysis of the possible effects and risks as well as possibilities of implementation according to priority and in a timely manner.

Criteria:

1. Defines the problem.
2. Establishes or Enumerate all the criteria (constraints).
3. Considers or Collect all the alternatives.
4. Identifies the best alternative.



EFFECTIVE ORAL COMMUNICATION

Description:

It is the competence to hear, understand and value emphatically information, ideas and opinions that other person communicates, being able to assertively feedback the communicative process.

Criteria:

1. Verbal and non-verbal interaction
2. Speaking capability
3. Presenting
4. Active listening



EFFECTIVE WRITTEN COMMUNICATION

Description:

Ability to write ideas clearly and grammatically correct, so that they are understood without a doubt.

Criteria:

1. Expresses the message clearly.
2. Expresses the maximum of ideas with a minimum of words.
3. Expresses the ideas bluntly.
4. Verifies that the writing is free of errors, whether of a grammatical nature, of the formal presentation or of the appropriate tone.
5. Broadcasts the entire message without leaving any gaps.



EFFECTIVENESS

Description:

Ability to achieve maximum quality results with the least exhaustion of the human and technical resource, using effective communication, motivation and joint participation of its collaborators.

Criteria:

1. Knows the resources.
2. Has an established program.
3. Eliminates personal distractions.
4. Divides responsibilities into manageable parts.
5. Reduces time and workloads by delegating functions.



EMPATHY

Description:

A person's affective involvement in a reality outside of it, usually in the feelings of another person.

Criteria:

1. Has sensitivity
2. Cares and helps people.
3. Understands others' feelings.



ENERGY

Description:

Ability to create and maintain an indicated activity rhythm. It shows control, endurance and the ability to work hard.

Criteria:

1. It is always active.
2. Does the tasks with dynamism.
3. Shows enthusiasm for new challenges.



ENTHUSIAM

Description:

It is the energy and the disposition that one has to carry out a work, filled by a positivism and unique optimism, under the conviction and the necessary dynamism oriented towards the achievement of a particular objective.

Criteria:

1. Speaks positively
2. Able to modify the environment.
3. Likes to grow.
4. Takes advantage of opportunities.



EQUANIMITY

Description:

It implies harmony, is to offer a proportionate response to the stimuli trying to maintain the balance. The equal person knows that everything is mutable and that is why he does not cling to things but does not reject them, he simply accepts them.

Criteria:

1. Analyzes situations from an objective and balance perspective.
2. Understands that there are different situations, contexts and personalities.
3. Understands the difficulties of people taking into account the different situations and contexts.



ETHICAL THOUGHT

Description:

Ability to be aware of the differences between right and wrong values or good and bad behavior, a clean and transparent mentality in terms of administration, honesty, equity, compliance and social responsibility.

Criteria:

1. Acts honestly.
2. Behaves ethically with high moral and personal values.
3. Always tries to do the right thing.
4. Acts accordingly to societies standards and rules.



FUTURE VISION

Description:

It is the ability to visualize the tendencies of the environment with a positive and optimistic attitude and guide their behavior towards the achievement of goals.

Criteria:

1. Proof of current knowledge.
2. Imagines and anticipates events.
3. Evaluates possible future consequences.



GENERAL KNOWLEDGE

Description:

Knowledge that a person possesses on a wide variety of subjects, whether acquired through regular study, self-taught research, or the experience of events occurring throughout his or her life.

Criteria:

1. Has basic knowledge about any field.
2. Generates ideas consistently and supported by arguments.
3. Understands the society and the events that take place in it.



INITIATIVE

Description:

Ability to act proactively in a given situation. It includes knowing how to identify an obstacle or problem of opportunity and to carry out actions that contribute to its solution.

Criteria:

1. Has the will to do things, takes a step forward.
2. Takes advantage of opportunities.
3. Continuously improves the procedures for carrying out the work.



INNOVATION

Description:

Competence to conceive and perform new and non-existent tasks with the purpose of designing and generating new processes with higher levels of profitability and efficiency.

Criteria:

1. Optimizes results by identifying, approaching and solving problems in an alternative way.
2. Offers original and effective solutions to new problems or situations.
3. Develops new methods in the different tasks in which it participates.



INTEGRITY

Description:

Ability to stay within socially accepted ethical and moral norms; as well as to act in accordance with what each considers important.

Criteria:

1. Communicates intentions, ideas and feelings openly and directly
2. Is willing to act honestly even in risky and difficult situations.



INTERPERSONAL COMMUNICATION

Description:

Ability to generate and maintain an adequate flow of communication between the members of the group or organization, using the different channels that are required in each case and favor the establishment of mutually beneficial relationships.

Criteria:

1. Manners
2. Politeness
3. Respectful and Friendly
4. Kindness and Sociability
5. Warmth



INTERPERSONAL RELATIONSHIPS

Description:

Ability to establish and maintain cordial, reciprocal and warm relationships or networks of contact with different people.

Criteria:

1. Make new contacts and relationships in complex and competitive environments.
2. Know how to deal with and successfully solve difficult situations in relationships with others.
3. Belonging to active groups that develop initiatives and new projects within the Organization.
4. Access institutions or organizations of all kinds, external to theirs, and generate good relations with them.



LEADERSHIP

Description:

Ability to lead people and make them contribute effectively and adequately to the achievement of objectives. Commit to the development of its collaborators, their evaluation and the utilization of their potential and individual

Criteria:

1. Sets goals, transmits them and performs adequate follow-up in this regard, providing feedback to the members of your team.
2. Listens to others and is listened to.
3. The group perceives it as a leader and is guided by the objectives set by it.
4. Motivates the group to achieve the objectives.
5. Usually sought for advice
6. Works regularly with good energy.



MANAGEMENT CAPACITY

Description:

Ability to manage tasks and processes in charge quickly and reliably; making use of the resources and dynamism necessary for the achievement of the objectives.

Criteria

1. Defines tasks in advance, avoiding unforeseen events.
2. Plans resources.
3. Gets the best out of your coworkers.
4. It adapts quickly to changes that may arise.



NEGOTIATION

Description:

Trying to conciliate and mediate in an equitable way for the parties, avoiding manipulation and the bias of personal interests.

Criteria:

1. Prepares and plans the negotiation.
2. Establishes an initial orientation in the negotiation and an initial relationship with the other negotiator.
3. Establishes initial propositions.
4. Exchanges information.
5. Brings different positions closer.
6. Closes the negotiation.



OPEN-MINDEDNESS

Description:

Optimal state of balance between assertiveness and empathy. A person enjoys an open mind when he is able to defend his views assertively, but at the same time he also knows how to listen to others and recognize the wise advice that other people can give him.

Criteria:

1. Open and receptive to new ideas.
2. Without prejudice.
3. Talks, listens and appreciates the good advice of other people.
4. Their opinions are stable; do not lurch from side to side according to the different recommendations of others.



ORGANIZATIONAL SENSITIVITY

Description:

Ability to be involved in the Enterprise Project, making available the knowledge and skills to achieve the objectives.

Criteria:

1. Demonstrates motivation and commitment to achieve goals.
2. Knows the internal rules and follow them.
3. Knows and interacts with the rest of the people.



PERSONAL GROWTH

Description:

Ability to take advantage of opportunities to learn from their own experience or that of others or from what is done in the environment. It is the competition related to the strengthening of personal capacities.

Criteria:

1. Looks for tools, means or reasons to stay current.
2. Finds the most convenient ways to apply knowledge to work
3. Transmits to the collaborators the culture of the continuous learning.



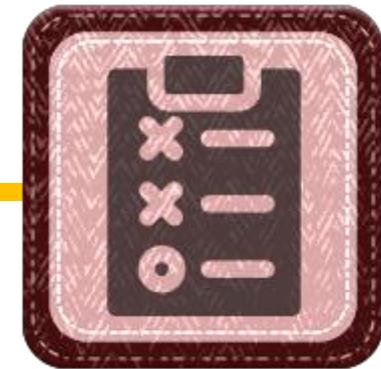
PERSUASION

Description:

Ability to express ideas or facts clearly and convincingly to change the point of view of others.

Criteria:

1. Has communicative skills
2. Uses arguments that influence others.



PLANNING

Description:

Ability to effectively determine phases, stages, goals and priorities for achieving objectives, through the development of action plans, including the necessary resources and control systems.

Criteria:

1. Identifies priorities, constraints and difficulties.
2. Formulates rational objectives.
3. Calculates the times and schedule the activities.
4. Establishes follow-up dates.
5. Uses available resources efficiently.
6. Checks the progress of tasks or assignments as progress is made.



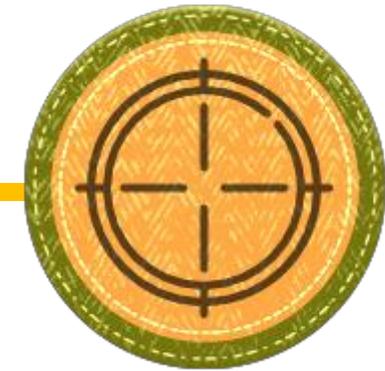
POSITIVISM

Description:

Capacity of thought that has a subject and that are directly related to the confidence in the success of a work, an idea or a task.

Criteria:

1. Positive, often cheerful expectations of the future
2. Convinced that own ideas and concepts can be realized
3. Demonstrates active attitude
4. Communicative and open to cooperation.



PRECISENESS

Description:

It consists of the accomplishment of tasks, activities or processes with thoroughness, accuracy and total adherence to the standards that circumscribe them.

Criteria:

1. Performs a task within the required time margins and with the required quality.
2. Generates content with an insignificant number of errors or inconsistencies.
3. Follows rigorously the information generated, ensuring that it meets expectations.



PROBLEM SOLVING

Description:

Ability to transcend from the logical to the abstract and find the true causes and solutions of a specific problem, whose results are sustained with a high level of efficiency and reliability.

Criteria:

1. Selects and implement an array of problem-solving methodology.
2. Looks at different solutions with a positive attitude.
3. Seeking/giving alternative solutions.



PUBLIC SPEAKING

Description:

Ability to know how to effectively communicate messages through message planning, structure and staging of the intervention.

Criteria:

1. Expresses simply the ideas
2. Organizes the message structure .
3. Expresses briefly the message.
4. Speaks sincerely.
5. Manages the situations.
6. Demonstrates confidence while conveying the message.



RESILIENCE

Description:

Ability of a person to overcome traumatic circumstances such as the death of a loved one, an accident, etc.

Criteria:

1. Persistence.
2. Overcoming difficulties, misfortune and/or change.



RESPONSIBILITY

Description:

It refers to the commitment, to a high sense of duty, to the fulfillment of obligations in the different situations of life.

Criteria:

1. Is liable of own actions
2. Carries out assigned tasks respectively
3. Wants the best based on the context (for oneself, at work, ...)



SELF-ASSESSMENT

Description:

Ability to be reflective and establish the strengths and weaknesses of oneself allowing continuous improvement.

Criteria:

1. He knows himself.
2. Evaluates his/her actions toward himself/herself and others.



SELF-AWARENESS

Description:

Ability of being aware of different aspects of own traits and behaviors, and knowing your strengths & weaknesses.

Criteria:

1. Awareness of own traits, behaviors and feelings
2. Acknowledge characteristics of public and private self-awareness



SELF-CONFIDENCE

Description:

Ability to demonstrate a high level of security and confidence in the abilities of self, applying them to the achievement of the objectives set, mobilizing all their cognitive and emotional potential, convinced that the success depends on itself and how it is able to infect it in your work environment.

Criteria:

1. Demonstrates a healthy level of self-esteem.
2. Believes in one-self and is optimistic about one's own ability to fulfill tasks.
3. Trusts in one's abilities, qualities, and judgment.



SELF-CONTROL

Description:

Ability to keep own emotions under control and avoid negative reactions to provocations, opposition or hostility from others or under stressful conditions.

Criteria:

1. Shows relaxation in difficult situations and contexts.
2. Removes negative emotions.
3. Behaves correctly at all times.



SOCIABILITY

Description:

Ability to mix easily with other people and establish with them highly satisfying relationships on a personal, social and work level.

Criteria:

1. Shows kindness to people.
2. Sets up conversations with ease.
3. Creates stable links with people in your environment.



STRESS-MANAGEMENT

Description:

Firm maintenance of characters under pressure and/or Opposition. It translates into controlled Responses in stressful situations.

Criteria:

1. Controls one's feelings when under stressful circumstances.
2. Practices self-care to manage (potential) stressful situations
3. Manages ones response to stress
4. Consciously relaxes when experiencing tension
5. Manages stress in one aspect of life in order to not let it affect other areas.



TEAMWORK

Description:

It implies the intention to collaborate and cooperate with others, to be part of the group, to work together, as opposed to doing it individually or competitively.

Criteria:

1. Works cooperatively with others, pleasant, supportive, helpful, motivating.
2. Understands the circle of action itself, the limits, the role of others.
3. Builds effective working relationships, reducing the ambiguity of team members, finding solutions to team problems.
4. Integrates and shares the objectives of the task. The individual contribution is part of the overall result.
5. Defines the roles clearly, the process of integrated evaluation and external evaluation.



TIME MANAGEMENT

Description:

Ability to establish with criteria, priorities when executing schemes, based on the projected vision to plan strategies that minimize the time of the activity and optimize the development of the tasks.

Criteria:

1. Delivers tasks on time.
2. Uses agendas/calendar.
3. Avoids the procrastination.