

Superior Court of California, County of Fresno

**5 Executive Core Qualifications
27 Core Competencies**

Leading Change	Leading People	Results Driven	Business Knowledge	Building Coalition & Communication
1. Continual Learning	9. Conflict Mgmt	13. Accountability	19. Financial Mgmt.	22. Influencing/Negotiating
2. Creativity & Innovation	10. Leveraging Diversity	14. Problem Solving	20. HR Management	23. Interpersonal Skills
3. External Awareness	11. Team Building	15. Decisiveness	21. Technology Mgmt.	24. Oral Communication
4. Flexibility	12. Integrity/Honesty	16. Customer Service		25. Partnering
5. Resilience		17. Entrepreneurship		26. Political Savvy
6. Service Motivation		18. Technical Credibility		27. Written Communication
7. Strategic Thinking				
8. Vision				

From these 27 Core Competencies, Fresno has selected 10 Competencies to focus on in Training Program



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1. Continual Learning

- Grasps the essence of new information.
- Masters new technical and business knowledge.
- Recognizes own strengths and weaknesses.
- Pursues self-development.
- Seeks feedback from others.

2. Flexibility

- Open to change and new information.
- Adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles.
- Adjusts rapidly to new situations warranting attention and resolution.

3. Strategic thinking

- Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy.
- Examines policy issues and strategic planning with a long-tem perspective.
- Determines objectives and sets priorities.
- Anticipates potential threats or opportunities.

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4. Conflict Management

- Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations.
- Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact.
- Deals with interpersonal problems in a timely manner.

5. Team Building

- Inspires, motivates, and guides others toward goal accomplishments.
- Consistently develops and sustains cooperative working relationships.
- Encourages and facilitates cooperation within the organization and with customer groups; delegates authority to team.
- Fosters commitment, team spirit, pride, trust.
- Develops leadership in others through coaching, mentoring, rewarding, and guiding employees.

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6. Accountability

- Assures that effective controls are developed and maintained to ensure the integrity of the organization.
- Holds self and others accountable for rules and responsibilities.
- Can be relied upon to ensure that projects within areas of specific responsibility are completed in a timely manner and within budget.
- Monitors and evaluates plans, focuses on results and measuring attainment of outcomes.
- Manages time effectively.

7. Problem Solving

- Identifies and analyzes problems.
- Distinguishes between relevant and irrelevant information to make logical decisions.
- Provides solutions to individual and organizational problems.

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8. Human Resources Management

- Assesses current and future staffing needs based on organizational goals and budget realities.
- Using merit principles, ensures staff are appropriately selected, developed, utilized, appraised, and rewarded.
- Takes corrective action.
- Delegates work effectively.
- Supports long-term employee development.

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9. Oral Communications

- Makes clear and convincing oral presentations to individuals or groups.
- Listens effectively and clarifies information as needed.
- Facilitates an open exchange of ideas and fosters an atmosphere of open communication.
- Explains complex information clearly.

10. Written Communications

- Expresses facts and ideas in writing in a clear, convincing, and organized manner.
- Effectively edits complex or sensitive reports and materials.