
Flexibility

Definition

Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles.

Key Words: Change Agent, Adaptability, Change Management

Behavioral Indicators:

1. Adapts effectively to change by accepting changes in work processes readily and with an optimistic perspective of the resulting benefits
2. Works through situations or issues involving ambiguity or setbacks by systematically evaluating options and establishing appropriate action plans
3. Understands the requirements of different situations and effectively adapts his/her behavior even when under stress and pressure
4. Readily accepts new technology as part of his/her job and uses it to continually improve efficiency or the quality of his/her work products

PROFICIENCY LEVELS: Flexibility

LEVEL I

- Meets with team to adjust and coordinate schedules to accommodate all team members
- Adjusts staff assignments based on feedback and work load priorities
- Uses staff feedback to streamline processes in order to meet deadlines
- Adjusts project plan based on input from staff and stakeholders

LEVEL II

- Realigns resources to meet changing customer needs
- Takes feedback into consideration while implementing organizational change
- Adjusts organizational priorities quickly as situations change
- Shifts university goals and initiatives to align with priorities

LEVEL III

- Recognizes when changing customer or organizational expectations require new approaches and takes the necessary steps to meet new standards
 - Implements a successful action plan after a major organizational change
 - Prioritizes, considers alternatives, and responds quickly and effectively to unexpected and rapidly changing conditions
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