



Professionalism

Competency Focus

Maximizing productivity, maintaining ethical practice, and responding resourcefully to new, ambiguous, and challenging situations in service to clients. This competency emphasizes integrity, adaptability, digital fluency, and a commitment to lifelong learning.

Sub-Competencies

1 Organization and Time-Management

2 Ethical Practice

3 Digital Fluency

4 Adaptability

5 Continuous Learning

Proficiency Overview

FOUNDATIONAL

- Prioritizes tasks and uses tools to improve efficiency
- Acts with integrity and fairness; seeks ethical guidance when needed
- Adapts to new technologies and work environments
- Displays curiosity and seeks feedback for growth

INTERMEDIATE

- Identifies improvements in workflows and supports team productivity
- Encourages open discussion of ethical concerns and models accountability
- Helps others adopt digital tools and optimize outcomes
- Maintains calm and resourcefulness under pressure

ADVANCED

- Leads by aligning values with business priorities and systems
- Creates structures for ethical practice and professional growth
- Implements digital strategies that improve client and team results
- Anticipates change and builds team resilience