### COACHING & EDUCATION

#### CORE COMPETENCY MODEL

**Adaptability**
- Exhibits flexibility with change and new realities
- Deals effectively with changing work environments
- Respects diverse cultures, opinions, and practices
- Keeps an open-mind to suggestions and advice

**Communication**
- Expresses thoughts and feelings verbally
- Explains processes that lead to a result
- Has the ability to tell a compelling story
- Focuses on expanding English vocabulary and written skills

**Creativity**
- Possesses innovative attitude
- Considers alternative ideas to develop optimal solutions
- Thinks outside of the box and is innately curious
- Displays unique qualities and markets appropriately

**Emotional Intelligence**
- Considers the feelings and emotions of others
- Acknowledges non-verbal cues from others
- Uses emotions to promote thinking
- Processes emotions to affect appropriate behavior

**Ethics**
- Acts in congruence with values
- Honors commitments
- Accepts accountability for own words and behaviors
- Adheres to ethical codes relevant to self and industry
- Engages in social responsibility projects

**Leadership**
- Works collaboratively with diverse groups
- Celebrates successes of others
- Displays awareness of one’s role in a group
- Retracts the lead when necessary

**Professionalism**
- Understands business norms and networking within target country
- Has knowledge about industry trends
- Remains up-to-date on current events and news
- Presents a polished image

**Resilience**
- Develops strategies to endure psychological stress
- Adopts coping skills to thrive under pressure
- Maintains level of professionalism under stress
- Utilizes support systems

**Self-understanding**
- Reflects on thoughts and behaviors
- Identifies values, strengths and weaknesses
- Proactively develops plans to reach attainable goals
- Exhibits intercultural competence