

# The Universal Competency Framework

Dimensions	Factors	Dimensions
	<b>1</b> Leading and Deciding	1.1 Deciding and Initiating Action 1.2 Leading and Supervising
2.1 Working with People 2.2 Adhering to Principles and Values	<b>2</b> Supporting and Co-operating	
	<b>3</b> Interacting and Presenting	3.1 Relating and Networking 3.2 Persuading and Influencing 3.3 Presenting and Communicating Information
4.1 Writing and Reporting 4.2 Applying Expertise and Technology 4.3 Analysing	<b>4</b> Analysing and Interpreting	
	<b>5</b> Creating and Conceptualising	5.1 Learning and Researching 5.2 Creating and Innovating 5.3 Formulating Strategies and Concepts
6.1 Planning and Organising 6.2 Delivering Results and Meeting Customer Expectations 6.3 Following Instructions and Procedures	<b>6</b> Organising and Executing	
	<b>7</b> Adapting and Coping	7.1 Adapting and Responding to Change 7.2 Coping with Pressures and Setbacks
8.1 Achieving Personal Work Goals and Objectives 8.2 Entrepreneurial and Commercial Thinking	<b>8</b> Enterprising and Performing	

The SHL Universal Competency Framework (UCF) underpins our assessments. It offers a common, precise language to describe the competencies (sets of desirable behaviours, abilities and skills) required for success in any role, or any organisation. It enables organisations to:

- Identify the competencies that drive business results
- Measure those competencies accurately and consistently
- Predict whether a team or individual will deliver high performance
- Address competency gaps through development, or internal and external recruitment
- Benchmark with other talent – inside and outside an organisation.

**Contact Us to Learn More**

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