Core Competencies

# Here at FGIS we put great value in a set of core competencies

**Integrity**

Integrity - the practice of being honest and showing a consistent and uncompromising adherence to strong moral and ethical principles and values. In ethics, integrity is regarded as the honesty and truthfulness, or accuracy, of one's actions. Integrity is an important character defining trait for a person to have, one that is valued by FGIS, and is expected of all its employees. **What does integrity mean?**

* Being honest, telling the truth
* Being ethical, doing the right thing
* Being trustworthy
* Being open and not taking advantage of others
* Showing respect for others and their opinions and differences
* Earning and keeping trust - Actions speak louder than words
* Being responsible
* Keeping promises

**Teamwork**

Teamwork is a critical part of any business. It is vital that colleagues work well together and try their best in any circumstance. **Effective teamwork characteristics are:**

* Commitment
* Trust
* Accountability
* Reliable, Dependable
* Communication
* Embracing others' skills, knowledge, abilities, and differences
* Working together to get the job done

**Teamwork - What are the benefits of teamwork?**

* Boosts Productivity
* Improves Morale
* Provides Support
* Increases Collaboration and Allows Brainstorming, Blending strengths and Ideas
* Accomplishes Tasks Faster
* Establishes Strong Relationships
* Improves Customer Service

**Customer Service**

FGIS is customer service agency. Good customer service means helping customers efficiently, ethically, without prejudice or favor; and doing so in a friendly and respectful manner. **Good customer Service characteristics are:**

* Professionalism
* Patience
* Empathy - understanding the customers' perspectives
* Knowledge of the job and policies
* Having technical credibility
* Going the EXTRA mile
* Communication Skills- Clear speaking, positive language
* Clear and concise writing
* Active Listening

**Problem Solving**

Good problem solvers are good "thinkers” and “doers". They have a positive influence on others. They contribute to, and improve, the Agency's Mission. Problem solving increases productivity and increases confidence in yourself and well as others' confidence in you. Problem solving is the basis for continuous improvement, communication, and learning. “From Problems, Arise Solutions ---- From Problems, Arise Innovation”. **What makes you a great problem solver?**

• Realizing problems will arise no matter where you work

• Having a wide Knowledge Base, continuously learning as much as you can

• Observing and identifying what is happening

• Listening

• Analyzing and diagnosing

• Creativity

• Teamwork

• Decision Making Ability

• Ability to communicate solutions in a clear and positive manner

**Civil Service - What is Civil Service?**

• Impartiality, Professionalism, and Integrity

• Implementing laws and regulations

• Upholding the Agency’s Mission

• Being committed to improvement and to the agency’s mission

• What we do is important and affects peoples’ everyday lives

• “Do Right and Feed Everyone” - USDA’s Motto

• Respect for people

• Accountability

• Furthering the public good, working for the people