

John Laing Corporate Competency Model



The Core Competencies

Thinking

- Innovation
- Decisive judgement
- Adapting to change

Working

- Planning and organisation
- Driving for results
- Quality focus
- Customer focus

Relating

- Teamwork and collaboration
- Influencing and persuading
- Interpersonal communication

Thinking - explained

John laing
making infrastructure happen

Innovation

Definition: generating novel and creative solutions to problems that will result in improved performance, better outcomes, higher productivity, etc.

Explanation: people who are competent at innovation generate creative and novel ideas and solutions. They question how things have been done in the past and try to develop new ways to address business issues or problems. They are forward-thinking.

Decisive judgement

Definition: making good decisions in a timely and confident manner.

Explanation: people who display this competency make sound decisions with conviction and in a timely manner. After they have considered alternatives and possible consequences, they can decide upon a course of action and assume responsibility for their decisions.

Adapting to change

Definition: adapting to change situations and restructuring tasks and priorities as changes occur within the business and organisation.

Explanation: people who are competent at adapting to change are flexible in changing circumstances. They are open to change and different ways of doing things, and do not over rely on old methods and processes.

Working - explained

Planning and organisation

Definition: effectively organising and planning work according to organisational needs by defining objectives and anticipating needs and priorities.

Explanation: people who are competent at planning and organising efficiently manage their time and the time of others and effectively handle multiple demands and competing deadlines. They identify goals, develop plans, estimate time frames and monitor progress.

Driving for results

Definition: challenging, pushing the organisation and themselves to excel and achieve.

Explanation: people who exhibit a drive for results establish or help establish objectives and contribute to their accomplishment. They assume personal responsibility for the success of the organisation and persist, even when faced with obstacles, to achieve results.

Quality focus

Definition: promoting and maintaining high standards of quality at work.

Explanation: people who display this competency consistently produce high quality work. They apply discipline and a detail orientation to their work activities and constantly look for ways to improve the quality of products or services and the value this generates for stakeholders. They encourage others to have high quality standards in their work.

Customer focus

Definition: anticipating customers' and stakeholders' needs and designing, promoting or supporting the delivery of products and services that exceed customers' expectations.

Explanation: people who are competent at customer focus have a desire to please customers, partners and stakeholders and seek to anticipate their needs. They push the organisation to do more than is required to ensure that their customer, whether internal or external, is satisfied.

Relating - explained

John laing

making infrastructure happen

Teamwork and collaboration

Definition: effectively working and collaborating with others towards a common goal.

Explanation: people who are competent at teamwork build and maintain cooperative work relationships with others. They complete their own tasks for group projects in a timely and responsible manner and directly contribute to reaching the group goal.

Influencing and persuading

Definition: convincing others to adopt a course of action.

Explanation: people who display this competency influence others without being excessively aggressive or pushy. They understand their audience and modify their method of persuasion accordingly. They are confident and do not give up easily.

Interpersonal communication

Definition: communicating clearly and effectively with people inside and outside of the organisation.

Explanation: people who are competent at interpersonal communication listen effectively and develop rapport with others. They are able to articulate their thoughts and ideas clearly, they present information in a straightforward and logical way, and they ensure that they are understood. They share information with others that will improve overall work progress.