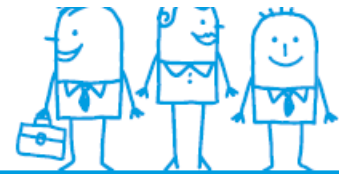


Management Leadership Competences (MLC)



Level 1

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Managers at this level are responsible for the management of the team/section/unit, including the management of staff. They are responsible for delivering business goals and objectives. Some Level 1 Managers will manage Supervisors that are responsible on a day to day basis for front line staff.

Generic Competences that are the same for all levels of management

Communicating with Impact

- Communicate using natural presence and authentic charisma
- Utilise feedback on how your communication influences others
- Identify how and when to apply different methods of communication
- Build rapport and gain trust
- Apply the most effective approach to inspiring and motivating in different contexts
- Successfully influence and negotiate with a wide range of stakeholders, peers and staff

Facilitating Development

- Use goal orientated coaching with your staff that is focused on the achievement of measurable results
- Empower staff to solve WCC challenges through seizing responsibility and engaging their own innovation
- Enhance your own personal performance by seeking out constructive feedback, gaining insight and awareness of your own strengths and challenges
- Create a climate of continuous learning and self-development
- Utilise effective questioning and listening skills to enhance others' personal and professional development
- Act as an inspiring role model and mentor for others

Leading from Within

- Act with authenticity and courage
- Be aware of the impact that your behaviours have on yourself and others
- Ensure that your actions are congruent with who you are and what you stand for
- Reflect on your core identity and purpose as a leader
- Promote leadership development and self-awareness, creating an environment of openness and trust where opinions are expressed and heard
- Develop and execute strategies to gain personal resilience by re-energising yourself and others
- Take a stand in the face of adversity
- Take risks and let go of fears that hold you back
- Be willing to remain open and tuned in to feedback from both internal and external sources

Fostering Teamwork

- Develop and implement strategies to enhance the performance of your teams
- Maximise the performance of individuals for the benefit of the team
- Understand team dynamics and know how to intervene to improve them
- Collaborate with and appreciate others, adapting to different work styles and preferences
- Build cohesive teams around a common purpose and inspire allegiance
- Build mutually beneficial relationships, seek opportunities to promote a culture of collaboration and partnership
- Ensure accountability through defining clear roles and responsibilities



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