

TCEC Ten Essential Attributes



1. **Coachable:**

Demonstrating the ability to reflect on and take ownership of personal behaviors, actions, and emotions, and identifying opportunities for learning and development. Taking initiative to seek out feedback from others and apply that feedback to performance and work product for overall improvement. Viewing change and challenge as opportunities for growth. Maintaining an attitude that there is always room for improvement.

Requires self-awareness, humbleness, accountability, empathy, reflection, eagerness, and being open-minded, positive, growth-oriented, teachable, receptive, active listener.

2. **Collaborative:**

Working together to create a workplace culture that values teamwork, open communication, and collective problem-solving for accomplishing common or shared goals.

Requires open-mindedness, emotional intelligence, a positive attitude, trust, purpose alignment, respect, a willingness to give and receive feedback, dedication, patience, active listening, and verbal and written communication skills to connect with others and think from a team perspective.

3. **Communicative:**

Demonstrating the ability to effectively listen, speak clearly, and show empathy and understanding. Effective communication involves understanding and factoring in the timing, location, and audience for the message. A willingness to be available to listen and exchange information and ideas to better the outcome. The ability to successfully facilitate discussions, create an inclusive environment, and navigate difficult conversations.

Requires empathy, active listening, full attention to the person you're communicating with, speaking clearly and confidently, and thoughtful message preparation.

4. Empathetic:

Having the ability to be understanding towards others and sensitive to their unique perspectives, work styles, and ideas for improved engagement and satisfaction. Putting yourself in the shoes of others to acknowledge their feelings and concerns. Advocating for others.

Requires active listening, humbleness, respect, compassion, understanding, curiosity, and a willingness to share resources and knowledge to find solutions or complete a goal.

5. Engaged:

Having the commitment and motivation to help achieve organizational goals, and continue moving forward to empower, profit, or advantage the team. Having passion for the organization, the work performed, and continued learning and development.

Requires good communication, positive attitudes, collaboration, adaptability, commitment, awareness, initiative, determination, and active participation in finding solutions.

6. Humble:

Having or showing a modest estimate of one's importance while feeling pride in the work produced individually and as a team; not proud or haughty. Ability to receive correction and acknowledge when wrong.

Requires modesty, fairness, responsibility, respect, an eagerness to learn, being polite, unassuming, inclusive, unpretentious, approachable, and open to feedback.

7. Reliable:

Consistently demonstrating high standards in quality, performance, and task completion while maintaining responsibilities, attention to detail and a successful team perspective. Meets expected timelines and follows through on commitments.

Requires responsibility, teamwork, dedication, consistency, commitment, accuracy, honesty, timeliness, dependability, effective communication, and being well respected.

8. Resilient:

Having the capacity to respond well when circumstances require new or different methods, philosophies, or results than what was done previously. Ability to handle stress, face challenges, and overcome obstacles when faced with changing conditions or a new purpose. The willingness to do things differently or consider alternate perspectives, methods, or solutions to create value.

Requires adaptability, innovation, versatility, cooperation, flexibility, grit, tenacity, problem solving, the ability to embrace change, learn from mistakes, and be a part of the solution.

9. Responsible:

Having ownership for your attitude, actions, decisions, behaviors, and commitments. Ability to prove yourself valuable by finding solutions and not blaming, complaining, or defending. The willingness to answer for one's conduct and obligations (good or bad). The ability to prioritize and choose between right and wrong, making ethical decisions. Willingness to never stop learning.

Requires accountability, initiative, time management, communication, adaptability, honesty, willingness to learn, dependability, commitment, and being proactive.

10. Trustworthy:

Demonstrating strong values and principles through actions, words, and beliefs. Doing the right and ethical thing even when no one is watching. Taking responsibility for actions and behaviors, showing respect for team members, and maintaining a positive attitude. Knowing team members have your back and are going over and above to achieve common goals.

Requires honesty, dependability, reliability, transparency, going above and beyond expectations, leading by example, and following through on commitments even in the face of competing priorities.