

List of ILO competencies

1. Integrity and Transparency

Definition: Upholds social, ethical and ILO norms and values; firmly adheres to codes of conduct and ethical principles; behaves consistently, and is open, honest and trustworthy; acts without consideration of personal gain.

2. Sensitivity to Diversity

Definition: Is sensitive to, and adapts own behaviour to accommodate, the differences found in diverse work environments; treats all individuals and groups fairly and with respect, irrespective of cultural background, gender, religious belief, age, sexual orientation, marital status, physical disability or political conviction

3. Orientation to Learning and Knowledge Sharing

Definition: Continuously develops and updates professional skills, and masters new tools; diagnoses development needs and targets learning opportunities; assimilates, applies and shares job related knowledge in a timely manner.

4. Client Orientation

Definition: Effectively identifies and meets (internal or external) client/constituent needs; builds productive client/constituent relationships; delivers client-centric solutions; takes responsibility for ensuring client/constituent satisfaction and loyalty.

5. Communication

Definition: Communicates in a clear and effective manner, adapting language, tone and style to match the audience; ensures messages are understood; is attentive to others, and encourages open, two-way communication

6. Orientation to Change

Definition: Remains positive and effective in response to change; adapts to new work methods and structures; thinks outside the box and is not bound by current thinking; handles ambiguity.

7. Takes Responsibility for Performance

Definition: Takes prompt action to accomplish objectives; goes beyond what is required; is proactive; accepts responsibility and accountability; drives own and others' performance.

8. Quality Orientation

Definition: Sets high quality standards; is structured, methodical, systematic and thorough; monitors and maintains quality; addresses quality issues and does not compromise quality standards.

9. Collaboration

Definition: Establishes strong interpersonal relationships and builds internal and external networks; promotes cooperation, supporting others and sharing the credit for achievements; accepts consensus views.