

Northumbria Students' Union Management Competences

1. Excellent Communicators...

- a) Has regular meetings with their teams and individual staff.
- b) Listens actively, asks questions, clarifies points and re-phrases statements to check mutual understanding.
- c) Uses communication styles appropriate to listeners and situations, including selecting the right time and place.
- d) Uses a variety of media to get their messages out effectively.
- e) Encourages staff to ask questions and challenge.

2. Fair...

- a) Doesn't ask others to do things they wouldn't do.
- b) Shows respect for the views and actions of others.
- c) Identifies and raises ethical concerns relevant to the organisation.
- d) Identifies and resolves causes of conflict or resistance.
- e) Empowers others to take ownership of their own work.
- f) Promotes equality of opportunity and diversity in their department and the organisation generally.

3. Effective at Managing Themselves...

- a) Very organised and keeps promises they make to others.
- b) Accepts feedback without becoming defensive.
- c) Changes behaviour as a result of feedback.
- d) Remains calm in difficult or uncertain situations.
- e) Handles others' emotions without becoming personally involved in them.
- f) Takes responsibility for their own development.

Managers within the Students' Union will be:

4. Leaders, not just Managers...

- a) Motivates and inspires others to be effective.
- b) Takes personal responsibility for making things happen.
- c) Encourages innovation and initiative.
- d) Creates a culture where others can learn by their mistakes.
- e) Adapts their leadership style to the situation.
- f) Always thanks people for a job well done.

5. Able to Deliver Results...

- a) Actively seeks to do things better.
- b) Establishes and communicates high expectations of performance.
- c) Sets goals that are demanding of self and others.
- d) Monitors quality of work and progress against plans.
- e) Tackles problems and takes advantages of opportunities as they arise.

6. Strategic...

- a) Understands how the different parts of the organisation and its environment fit together.
- b) Works towards a clearly defined vision of the future.
- c) Champions the organisation's values.
- d) Clearly relates goals and actions to the strategic aims of the organisation.
- e) Takes opportunities to achieve the longer-term aims or needs of the organisation.