Adaptability - The ability to change or be changed to fit the circumstances. The degree to which an individual accepts change in job requirements, schedules or work environments.

Proficiency levels:
5 – anticipates and prepared for change
4 – accepts changes voluntarily
3 – changes as needed to get the job done
2 – accepts changes reluctantly
1 – does not accept changes

Workshops:
- Working Through Change
- Personal Accountability
- Conflict Management
- Building Resilience – KEAP workshop

Initiative – "Initiative is about identifying a need and championing a solution for the benefit of the agency without being asked to do so. There is no magic in initiative, just a sense of responsibility for the agency's well-being and a few guiding principles." – Samuel Hui

Proficiency levels:
5 – exerts extraordinary effort
4 – goes beyond duty
3 – meets minimum standards
2 – frequently needs reminders to complete work assignments
1 – no concern for quality

Workshops:
- Creative Thinking
- Critical Thinking
- Personal Accountability
- Customer Service

Communication – Respectfully listens to others to gain a full understanding of issues; comprehends written material; present information in a clear and concise manner.

Proficiency levels:
5 – delivers accurate, clear and concise messages that inform and persuade audiences to take action
4 – communicates in a compelling manner
3 – effectively communicates thoughts, ideas and facts
2 – appropriately communicates most ideas
1 – difficulty communicating ideas

Workshops:
- Communication Skills: Creating & Sharing Meaning
- Business Writing
- Leadership Communication
- Managing Work Relationships
- Leadership Communication
- Verbal De-Escalation Skills – KEAP workshop
- Customer Service Spanish I
- Customer Service Spanish II

Teamwork – Cooperates with others to accomplish common goals; treats others with dignity and respect; maintains friendly demeanor; values the contributions of others

Proficiency levels:
5 – builds team spirit
4 – facilitates collaboration
3 – works cooperatively with others
2 – minimal participation
1 – deficient or disruptive

Workshops:
- Managing Work Relationships
- Coping with Difficult Behaviors
- Conflict Management
- Shared Accountability
- Running Effective Meetings
- Customer Service
- Training People How to Treat You – KEAP workshop
- Understanding Bullying in the Workplace – KEAP workshop
- Verbal-De-Escalation Skills – KEAP workshop
- Anti-Harassment - Office of Diversity & Equality (ODE) workshop
- Bridging the Generation Gap in the Workplace - ODE workshop
- Moving Kentucky Forward: Embracing Diversity & Inclusion in the Workplace - ODE workshop

Self-Management – "Self-management skills refer to the ability of oneself to exercise control over one's attitude, behavior and motivation." Simon Oates

Proficiency levels:
5 – goes beyond what is expected for the role of job in order to help the organization reach its goals
4 – openly solicits feedback about own behavior and puts suggestions into action
3 – holds self accountable for and achieves objectives
2 – takes nominal amount of responsibility for assignments and work goals, duties and objectives
1 – accepts no responsibility for projects assigned

Workshops:
- Personal Accountability
- Time Management – KEAP workshop
- Stress Management – KEAP workshop
- Anxiety Awareness – KEAP workshop
- Depression Awareness – KEAP workshop
- Training People How to Treat You – KEAP workshop
- Understanding Bullying in the Workplace – KEAP workshop
- Building Resilience – KEAP workshop
- Verbal-De-Escalation Skills – KEAP workshop
- Drug-free Workplace – KEAP workshop
- Anti-Harassment - ODE workshop
- Bridging the Generation Gap in the Workplace - ODE workshop
- Moving Kentucky Forward: Embracing Diversity & Inclusion in the Workplace - ODE workshop
- Executive Branch Ethics