



## EOD Leadership Competencies

Employee and Organizational Development has recognized 15 areas of capability for effective managers and supervisors. These areas of competency are a culmination of the timeless principles of human effectiveness. All content for the Leadership Academy has been identified as instrumental in developing these competencies.

EOD Competencies	
1	Business & Operations Management
2	Change Management
3	Collaboration
4	Communication
5	Conflict Resolution
6	Culture of Inclusion
7	Customer Relations
8	Emotional Intelligence
9	Innovation
10	Managing Relationships
11	Performance
12	Personal Growth, Resilience & Well-Being
13	Project Management
14	Trust
15	Team Management & Development

### EOD Competencies Alignment with Gallup Q12

Each of these competencies align with the Gallup Employee Engagement Survey Q12 questions. The Q12 questions are a guide in determining what employees need to perform their best. Learn more at the [UNM Engagement website](#).

Wondering what skills you need as a manager to improve your Q12 results? Review our alignment chart below to focus in on developing your skills as a leader!

EOD Competencies Alignment with Gallup Q12	
Q1: Performance, Managing Relationships	11 10
Q2: Performance, Business & Operations Management	11 1
Q3: Performance, Team Management & Development, Managing Relationships	11 15 10
Q4: Performance, Culture of Inclusion, Managing Relationships	11 6 10
Q5: Personal Growth, Resilience & Well-being, Trust, Emotional Intelligence, Performance, Conflict Resolution, Change Management	12 14 8 11 5 2
Q6: Culture of Inclusion, Team Management & Development	6 15
Q7: Culture of Inclusion, Communication, Performance	6 4 11
Q8: Trust, Team Management & Development, Communication, Project Management	14 15 4 13
Q9: Trust, Team Management & Development, Performance, Innovation, Customer Relations	14 15 11 9 7
Q10: Trust, Collaboration, Communication, Culture of Inclusion	14 3 4 6
Q11: Performance, Team Management & Development, Communication	11 15 4
Q12: Team Management & Development, Emotional Intelligence, Personal Growth, Resilience & Well-Being	15 8 12