

The Criteria Competency Framework



The Criteria Competency Framework provides you with a transparent and defensible way to assess the competencies required for effective performance in the jobs you recruit for. Consisting of 38 competencies organized into five groups, the Framework covers requirements across the full range of jobs in the Department of Labor's O*NET¹ database (over 900 unique jobs). Once you've selected the competencies most relevant for a particular vacancy, Criteria's Illustrait[®] assessment will build a tailored solution that assesses each candidate's potential for those specific competencies.

The Criteria Competency Groups



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The Criteria Competencies

Leading Others



Directing and coordinating

Directing and coordinating others.

Developing and coaching

Building others' knowledge, skills, and capabilities.

Strategic mindset

Engaging in strategic business thinking.

Motivating and inspiring

Motivating and inspiring others.

Change management

Managing change and supporting others through change.

Thinking and Deciding



Investigating, analyzing, and evaluating

Critically evaluating and analyzing information or data.

Solving and improving

Making improvements and solving problems or issues.

Safety and risk management

Working safely and reducing risks in the workplace.

Business acumen

Understanding commercial and economic business matters.

Creativity and innovation

Developing new and original ideas and approaches.

Decisive

Making decisions quickly and confidently.

Calculated-risk taker

Viewing risks as opportunities and taking calculated risks.

Managing complexity and ambiguity

Working effectively in unfamiliar or ambiguous situations.

Working with Others



Client and customer service	Serving and supporting customers with their needs or issues.
Effective communication	Communicating ideas and concepts to groups and individuals.
Cooperation and collaboration	Cooperating with others and working as part of a team.
Consulting and advising	Consulting and advising clients and stakeholders.
Networking and building relationships	Networking and building relationships with others.
Interpersonal acumen	Understanding others' motivations, emotions, and behaviors.
Selling	Selling products, services, or ideas to clients, customers, or stakeholders.
Managing conflict	Managing and settling disagreements and conflict.
Persuading and influencing	Persuading, influencing, and negotiating with others.
Inclusion and diversity	Working respectfully with people of diverse backgrounds and values.

Completing Tasks



Delivering and persevering	Working diligently to complete assigned tasks successfully and on time.
Checking and monitoring	Checking and monitoring work for accuracy and quality.
Organizing and planning	Making plans, organizing, and structuring work.
Complying with requirements	Complying with rules, procedures, and expected work methods.
Writing and reporting	Producing written information and reports.
Technological and scientific proficiency	Applying technological and scientific capabilities.
Numerical and statistical proficiency	Working with numerical and statistical data.
Manual and mechanical proficiency	Completing mechanical, practical, and manual tasks.
Independence and initiative	Working effectively without direct supervision or guidance.

Managing Self



Learning and self-development	Developing one's knowledge, skills, and capabilities.
Coping with pressure	Remaining calm and focused in high-pressured situations.
Ethical	Adhering to ethical values.
Resilience and self-confidence	Bouncing back after stressful events, remaining optimistic and self-confident.
Drive and ambition	Proactively setting and striving for challenging work and career goals.
Adapting	Adapting to changes and being flexible when changes occur.

Custom Framework Solutions

The Illustrait® assessment works out “out of the box” to assess the competencies in the Criteria Competency Framework. If you have your own competency framework our I/O team can discuss mapping the Illustrait assessment to your framework, to enable you to receive assessment results and candidate feedback (if desired) for the competencies that are relevant to you, in your language. Developing and supporting a custom framework may require an upgrade to your Criteria subscription.