



SHAPES STRATEGIC THINKING	ACHIEVES RESULTS	BUILDS PRODUCTIVE WORKING RELATIONSHIPS	COMMUNICATES WITH INFLUENCE	EXEMPLIFIES PERSONAL DRIVE AND INTEGRITY
<p>Inspires a sense of purpose and direction</p> <p><i>Provides direction to others</i> regarding the purpose and importance of their work. Illustrates the relationship between operational tasks and organisational goals. Sets work tasks that align with the strategic objectives and communicates expected outcomes.</p>	<p>Builds organisational skills and responsiveness</p> <p>Reviews project performance and focuses <i>on identifying opportunities for continuous improvement</i>. <i>Identifies key talent to support performance</i>. Remains flexible and responsive to changes in requirements.</p>	<p>Nurtures internal and external relationships</p> <p>Builds and sustains relationships with a <i>network of key people internally and externally</i>. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to internal and external client needs.</p>	<p>Communicates clearly</p> <p>Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.</p>	<p>Behaves professionally and ethically</p> <p>Adopts a principled approach and adheres to the WA Police Values and Code of Conduct. Acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in <i>public</i> and internal forums.</p>
<p>Focuses strategically</p> <p>Understands the organisation's objectives and <i>aligns operational activities accordingly</i>. Considers the ramifications of issues and longer-term impact of own work and work area.</p>	<p>Marshals professional expertise</p> <p>Values specialist expertise and capitalises on the <i>expert</i> knowledge and skills of others. Contributes own expertise to achieve outcomes for the business unit.</p>	<p>Facilitates cooperation and partnerships</p> <p>Involves people, <i>encourages them</i> and recognises their contribution. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.</p>	<p>Listens, understands and adapts to audience</p> <p>Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.</p>	<p>Shows personal courage</p> <p>Provides impartial and forthright advice. Challenges <i>important</i> issues constructively, and <i>stands by own position when challenged</i>. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.</p>
<p>Harnesses information and opportunities</p> <p>Gathers and investigates information from a variety of sources, and explores new ideas and different viewpoints. <i>Probes information and identifies any critical gaps</i>. Maintains an awareness of the organisation, <i>monitors the context in which the organisation operates</i> and finds out about best practice approaches.</p>	<p>Steers and implements change and deals with uncertainty</p> <p>Establishes clear plans and timeframes for project implementation and <i>outlines specific activities</i>. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.</p>	<p>Values individual differences and diversity</p> <p>Recognises the positive benefits that can be gained from diversity and encourages the exploration of diverse views. <i>Harnesses understanding of differences to enhance interactions</i>. Recognises the different working styles of individuals, and tries to see things from different perspectives.</p>	<p>Negotiates persuasively</p> <p>Approaches negotiations with a strong grasp of the key issues, having <i>prepared in advance</i>. Understands the desired objectives and <i>associated strengths and weaknesses</i>. <i>Anticipates the position of the other party, and frames arguments accordingly</i>. Encourages the support of relevant stakeholders. <i>Strives to achieve an outcome that delivers benefits for both parties</i>.</p>	<p>Commits to action</p> <p>Takes personal responsibility for meeting objectives and progressing work. Shows initiative and <i>proactively steps in</i> and does what is required. Commits energy and drive to see that goals are achieved.</p>
<p>Shows judgement, intelligence and commonsense</p> <p>Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. <i>Breaks through problems and weighs up the options to identify solutions</i>. Explores possibilities and <i>innovative alternatives</i>.</p>	<p>Delivers intended results</p> <p>Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and <i>ensures documentation procedures are maintained</i>. Seeks feedback from stakeholders to gauge satisfaction.</p>	<p>Guides, coaches and develops people</p> <p>Identifies learning opportunities for others and <i>empowers them</i> by delegating tasks. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. <i>Delivers constructive, objective feedback in a manner that gains acceptance and achieves resolution</i>. Deals with underperformance promptly.</p>	<p>Displays resilience</p> <p>Persists and focuses on achieving objectives even in difficult circumstances. Remains positive and responds to pressure in a controlled manner. <i>Continues to move forward despite criticism or setbacks</i>.</p>	<p>Demonstrates self-awareness and a commitment to personal development</p> <p>Self-evaluates performance and seeks feedback from others. Communicates and <i>acts on strengths and development needs</i>. Reflects on own behaviour and recognises the impact on others. Shows <i>strong</i> commitment to learning and selfdevelopment, and <i>accepts challenging new opportunities</i>.</p>



SHAPES STRATEGIC THINKING

Capability	Description	Behavioural Indicators
Inspires a sense of purpose and direction	Provides direction to others regarding the purpose and importance of their work. Illustrates the relationship between operational tasks and organisational goals. Sets work tasks that align with the strategic objectives and communicates expected outcomes.	<ul style="list-style-type: none"> Provides direction to others regarding the purpose of their work and the relationship between operational activities and organisational goals. Translates high-level goals into appropriate tasks for others. Conveys expectations regarding outcomes and the timely achievement of objectives.
Focuses strategically	Understands the organisation's objectives and aligns operational activities accordingly. Considers the ramifications of issues and longer-term impact of own work and work area.	<ul style="list-style-type: none"> Demonstrates an awareness of the implications of issues for own work and work area. Thinks about the future and considers the longer-term implications of own work. Understands the strategic objectives of the organisation; aligns operational activities and develops work plans accordingly.
Harnesses information and opportunities	Gathers and investigates information from a variety of sources, and explores new ideas and different viewpoints. Probes information and identifies any critical gaps. Maintains an awareness of the organisation, monitors the context in which the organisation operates and finds out about best practice approaches.	<ul style="list-style-type: none"> Identifies critical information gaps and probes to uncover valuable information. Sources information on best practice approaches adopted in both the public and private sectors. Scans the organisational environment; monitors the corporate priorities, business context and organisational culture. Gathers and investigates information and alternate viewpoints from a variety of sources through formal and informal means; explores new ideas with an open mind.
Shows judgement, intelligence and commonsense	Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Breaks through problems and weighs up the options to identify solutions. Explores possibilities and innovative alternatives.	<ul style="list-style-type: none"> Systematically analyses information to identify relationships between factors. Identifies problems and assesses their significance; takes appropriate action to resolve them. Checks and clarifies information and avoids unwarranted assumptions; draws accurate conclusions and presents logical arguments. Explores various possibilities and generates innovative alternatives. Selects the best option from a range of potential solutions; demonstrates how recommendations solve the key problems identified.

ACHIEVES RESULTS		
Capability	Description	Behavioural Indicators
Builds organisational skills and responsiveness	Reviews project performance and focuses on identifying opportunities for continuous improvement. Identifies key talent to support performance. Remains flexible and responsive to changes in requirements.	<ul style="list-style-type: none"> Identifies and utilises key individuals who will contribute to deliver the best results. Evaluates projects to understand critical factors for success, and engages in activities to achieve continuous improvement. Responds flexibly to changing demands whilst maintaining sight of the end goal.
Marshals professional expertise	Values specialist expertise and capitalises on the expert knowledge and skills of others. Contributes own expertise to achieve outcomes for the business unit.	<ul style="list-style-type: none"> Consults internal and external experts; taps into their technical and professional knowledge and experience to improve work outcomes. Contributes own expertise for the benefit of the business unit; encourages others to draw upon this knowledge.
Steers and implements change and deals with uncertainty	Establishes clear plans and timeframes for project implementation and outlines specific activities. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.	<ul style="list-style-type: none"> Constructs project plans that have clear and appropriate goals, timeframes and budgets; anticipates change and builds contingencies into plans. Deals positively with uncertainty and copes effectively in an environment characterised by change; determines a course of action despite lack of clarity. Shares appropriate information with staff and colleagues during times of change; helps others adapt to ensure a smooth transition.
Delivers intended results	Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and ensures documentation procedures are maintained. Seeks feedback from stakeholders to gauge satisfaction.	<ul style="list-style-type: none"> Regularly seeks feedback from stakeholders to gauge their satisfaction; ensures work is delivered to a high standard. Maintains focus on quality to achieve key outcomes; adheres to documentation procedures and sees tasks through to completion. Monitors projects against plans; manages priorities and agrees adjustments to milestones as required.

BUILDS PRODUCTIVE WORKING RELATIONSHIPS

Capability	Description	Behavioural Indicators
Nurtures internal and external relationships	Builds and sustains relationships with a network of key people internally and externally. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to internal and external client needs.	<ul style="list-style-type: none"> • Develops and maintains a network with others internally and externally. • Builds and sustains relationships; liaises with a range of stakeholders including other teams, peers and colleagues across the organisation, and in other organisations. • Offers reciprocal assistance in achieving mutually beneficial outcomes. • Anticipates the needs of clients and provides courteous, prompt and professional service to them.
Facilitates cooperation and partnerships	Involves people, encourages them and recognises their contribution. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.	<ul style="list-style-type: none"> • Operates as an effective member of the team; works collaboratively and cooperatively; draws on team strengths. • Involves others and encourages their input; recognises the contributions made by other people. • Consults and shares information with own team and upwards; ensures people are kept informed of progress and issues.
Values individual differences and diversity	Recognises the positive benefits that can be gained from diversity and encourages the exploration of diverse views. Harnesses understanding of differences to enhance interactions. Recognises the different working styles of individuals, and tries to see things from different perspectives.	<ul style="list-style-type: none"> • Discerns the differing and preferred working styles of individuals and factors this into the management of people and tasks. • Recognises that others have different views and experience; explores their contributions and capitalises on the differing perspectives. • Tries to see things from the other person's perspective. • Maintains an awareness of the personalities, motivations and other diverse qualities of people, and uses this to enhance interactions.
Guides, coaches and develops people	Identifies learning opportunities for others and empowers them by delegating tasks. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Delivers constructive, objective feedback in a manner that gains acceptance and achieves resolution. Deals with underperformance promptly.	<ul style="list-style-type: none"> • Makes time for people despite competing priorities; provides guidance and offers full support when required. • Encourages staff to engage in development opportunities; identifies knowledge gaps and works with them to determine appropriate development activities. • Delegates tasks effectively; provides clear direction and articulates parameters to empower people. • Congratulates people on achievements and gives timely recognition for good performance. • Provides clear, constructive and timely feedback (both positive and negative) in a manner that encourages learning and achieves any required resolution. • Agrees on performance standards and conducts regular reviews; addresses underperformance promptly, identifies causes and agrees on improvement targets.

COMMUNICATES WITH INFLUENCE

Capability	Description	Behavioural Indicators
Communicates clearly	Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.	<ul style="list-style-type: none"> • Focuses on clearly communicating key points. • Limits the use of jargon and abbreviations; explains complex information using language appropriate for the audience. • Presents messages confidently and selects the appropriate medium for maximum effect. • Structures messages clearly and succinctly, both orally and in writing.
Listens, understands and adapts to audience	Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.	<ul style="list-style-type: none"> • Adjusts presentation style on the basis of subtle non-verbal cues. • Maximises personal communication strengths and takes into account shortcomings. • Focuses on gaining a clear understanding of others' comments by listening, asking clarifying questions and reflecting back. • Understands and addresses the key concerns of the audience. • Tailors communication style and language according to the audience's level of knowledge, skill and experience.
Negotiates persuasively	Approaches negotiations with a strong grasp of the key issues, having prepared in advance. Understands the desired objectives and associated strengths and weaknesses. Anticipates the position of the other party, and frames arguments accordingly. Encourages the support of relevant stakeholders. Strives to achieve an outcome that delivers benefits for both parties.	<ul style="list-style-type: none"> • Presents persuasive counter-arguments. • Puts forward a case firmly, without getting personal or aggressive. • Encourages relevant stakeholders in supporting the position. • Anticipates the stance of other parties in advance and positions own case accordingly. • Commences negotiations with a clear understanding of the organisation's objectives and desired outcomes.

EXEMPLIFIES PERSONAL DRIVE AND INTEGRITY

Capability	Description	Behavioural Indicators
Behaves professionally and ethically	Adopts a principled approach and adheres to the WA Police Values and Code of Conduct. Acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in public and internal forums.	<ul style="list-style-type: none"> Adheres to the WA Police Values and Code of Conduct and consistently behaves in an honest, ethical and professional way. Treats people fairly and equitably and is transparent in dealings with them. Makes decisions for the corporate good without favouritism or bias; places the aims of the organisation above personal ambitions. Understands and operates within legal and public policy constraints and limitations. Operates in a professional manner when representing the organisation in public and internal forums.
Shows personal courage	Provides impartial and forthright advice. Challenges important issues constructively, and stands by own position when challenged. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.	<ul style="list-style-type: none"> Listens when own ideas are challenged; stands ground and defends own views when appropriate. Challenges important issues and raises objections constructively; discusses alternatives to find a way forward. Provides impartial and forthright advice. Takes responsibility for mistakes and learns from them; acknowledges when in the wrong. Seeks advice and assistance from colleagues and senior managers when uncertain.
Commits to action	Takes personal responsibility for meeting objectives and progressing work. Shows initiative and proactively steps in and does what is required. Commits energy and drive to see that goals are achieved.	<ul style="list-style-type: none"> Takes the initiative; progresses work, and proactively steps in and does what is required. Gets on with the job at hand and applies self with energy and drive; commits to meeting the objectives. Recognises and seeks to resolve issues impacting on the achievement of desired outcomes.
Displays resilience	Persists and focuses on achieving objectives even in difficult circumstances. Remains positive and responds to pressure in a controlled manner. Continues to move forward despite criticism or setbacks.	<ul style="list-style-type: none"> Maintains effective performance levels in highly charged or high pressure situations. Demonstrates persistence and works hard to achieve objectives. Maintains an optimistic outlook and focuses on the positives in difficult situations. Stays controlled when under pressure; does not react personally to criticism.
Demonstrates self-awareness and a commitment to personal development	Self-evaluates performance and seeks feedback from others. Communicates and acts on strengths and development needs. Reflects on own behaviour and recognises the impact on others. Shows strong commitment to learning and selfdevelopment, and accepts challenging new opportunities.	<ul style="list-style-type: none"> Reflects on own behaviours and work style and considers how they impact on others and on job performance. Demonstrates commitment to self development and capitalises on opportunities to extend skills and knowledge; accepts challenging new opportunities. Communicates areas of strength, and acknowledges development needs. Seeks feedback on behaviour and work performance and is responsive to guidance. Spends time critically analysing own performance and identifies strengths as well as development needs.