

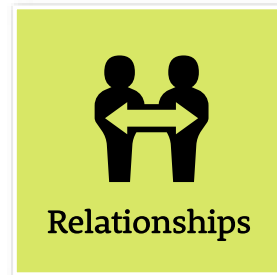
Capability Framework

Summary of changes

Version 2: 2020



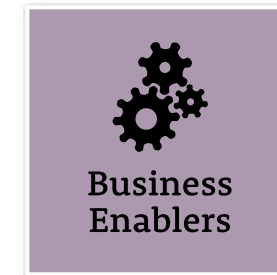
Personal
Attributes



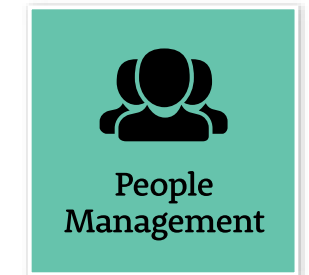
Relationships



Results



Business
Enablers



People
Management

Display Resilience & Courage
Act with Integrity
Manage Self
Value Diversity & Inclusion

NAME CHANGE

- from 'Value Diversity' to 'Value Diversity & Inclusion'

Display Resilience & Courage

VERY MINOR EDITS

**Act with Integrity
Manage Self**

MINOR EDITS

- capability descriptions and some minor word changes

Value Diversity & Inclusion

MAJOR EDITS

- capability description and indicators to capture inclusive behaviours

General

REMOVAL

- some duplicate behaviours

Communicate Effectively
Commit to Customer Service
Work Collaboratively
Influence & Negotiate

Communicate Effectively

MINOR EDITS

- capability description changed
- listening skills
- communicating for diverse audiences
- sharing information using communication channels

Commit to Customer Service

MINOR EDITS

- capability description changed
- understanding customer needs in service design
- using data & information to improve services

Work Collaboratively

MINOR EDITS

- using digital tools

Influence & Negotiate

MINOR EDITS

Deliver Results
Plan & Prioritise
Think & Solve Problems
Demonstrate Accountability

Deliver Results

MINOR EDITS

- identifying barriers and taking action
- measuring and evaluating outcomes

Plan & Prioritise

VERY MINOR EDITS

Think & Solve Problems

MAJOR EDITS

- understanding user needs
- evaluating outcomes
- using critical and creative thinking and innovation

Demonstrate Accountability

MINOR EDITS

- capability description changed
- being proactive

Finance
Technology
Procurement & Contract Mgt
Project Management

Finance

MINOR EDITS

Technology

MAJOR EDITS

- removing references to types of technology
- using technology to collaborate
- managing risk and cyber security

Procurement & Contract Mgt

MINOR EDITS

Project Management

MAJOR EDITS

To reflect broader perspective of project management

Manage & Develop People
Inspire Direction & Purpose
Optimise Business Outcomes
Manage Reform & Change

Manage & Develop People

MAJOR EDITS

- managing in an inclusive way
- adapting to diverse needs
- delivering outcomes
- being aware of own management style

Inspire Direction & Purpose

MINOR EDITS

- creating value for customers and stakeholders

Optimise Business Outcomes

MINOR EDITS

- capability description changed
- attracting and retaining a diverse workforce
- encouraging calculated risk taking

Manage Reform & Change

VERY MINOR EDITS

- develop new ways of working