

32 - Adaptability - The ability to keep functioning effectively when under pressure and/or experiencing rapidly changing or uncertain conditions, and to maintain self-control in the face of hostility or provocation.

	Basic	Proficient	Advanced
Professional/ Specialist	<ul style="list-style-type: none"> • Can, at times, get nervous under stress • Can effectively handle only one problem or task at a time • Does not always control his/her response when criticized, attacked or provoked • Can lose his/her sense of humor under difficult circumstances • Does not always manage own behavior to prevent or reduce feelings of stress • Can, at times, negatively react to unforeseen circumstances and setbacks • Is not always able to modify behavior to remain effective in different organizations and cultures 	<ul style="list-style-type: none"> • Remains calm under stress • Can effectively handle several problems or tasks at once • Controls his/her response when criticized, attacked or provoked • Maintains a sense of humor under difficult circumstances • Manages own behavior to prevent or reduce feelings of stress • Quickly adjusts and constructively reacts to unforeseen circumstances and setbacks • Modifies behavior to remain effective in different organizations and cultures 	<ul style="list-style-type: none"> • Remains extremely calm under a great deal of stress • Can effectively handle a variety of complex and difficult problems or tasks at once • Controls his/her response by remaining calm and composed when criticized, attacked or provoked • Maintains a strong sense of humor under difficult circumstances; uses humor to effectively reduce tension • Effectively manages own behavior to successfully prevent or reduce feelings of stress in others • Quickly adjusts and constructively reacts to unforeseen circumstances and setbacks; makes them seem less severe • Very successful at modifying behavior to remain effective in different organizations and cultures

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Supervisor/ Manager	<ul style="list-style-type: none"> • Can, at times, get nervous under stress • Can effectively handle only one problem or task at a time • Does not always control his/her response when criticized, attacked or provoked • Can lose his/her sense of humor under difficult circumstances • Does not always manage own behavior to prevent or reduce feelings of stress • Can, at times, negatively react to unforeseen circumstances and setbacks • Is not always able to modify behavior to remain effective in different organizations and cultures 	<ul style="list-style-type: none"> • Remains calm under stress • Can effectively handle several problems or tasks at once • Controls his/her response when criticized, attacked or provoked • Maintains a sense of humor under difficult circumstances • Manages own behavior to prevent or reduce feelings of stress • Quickly adjusts and constructively reacts to unforeseen circumstances and setbacks • Modifies behavior to remain effective in different organizations and cultures 	<ul style="list-style-type: none"> • Remains extremely calm under a great deal of stress • Can effectively handle a variety of complex and difficult problems or tasks at once • Controls his/her response by remaining calm and composed when criticized, attacked or provoked • Maintains a strong sense of humor under difficult circumstances; uses humor to effectively reduce tension • Effectively manages own behavior to successfully prevent or reduce feelings of stress in others • Quickly adjusts and constructively reacts to unforeseen circumstances and setbacks; makes them seem less severe • Very successful at modifying behavior to remain effective in different organizations and cultures

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Director/ Executive	<ul style="list-style-type: none"> • Remains calm under stress • Can effectively handle several problems or tasks at once • Controls his/her response when criticized, attacked or provoked • Maintains a sense of humor under difficult circumstances • Manages own behavior to prevent or reduce feelings of stress • Quickly adjusts and constructively reacts to unforeseen circumstances and setbacks • Modifies behavior to remain effective in different organizations and cultures 	<ul style="list-style-type: none"> • Remains extremely calm under a great deal of stress • Can effectively handle a variety of complex and difficult problems or tasks at once • Controls his/her response by remaining calm and composed when criticized, attacked or provoked • Maintains a strong sense of humor under difficult circumstances; uses humor to effectively reduce tension • Effectively manages own behavior to successfully prevent or reduce feelings of stress in others • Quickly adjusts and constructively reacts to unforeseen circumstances and setbacks; makes them seem less severe • Very successful at modifying behavior to remain effective in different organizations and cultures 	<ul style="list-style-type: none"> • Coaches others to remain extremely calm under a great deal of stress • Is an expert at effectively handling a variety of complex and difficult problems or tasks at once • Has a long history of controlling his/her response by remaining calm and composed when criticized, attacked or provoked • Is a role model for maintaining a strong sense of humor under difficult circumstances; uses humor to effectively reduce tension • Is well known in the organization for effectively managing his/her own behavior to successfully prevent or reduce feelings of stress in others • Creates a working environment that quickly adjusts and constructively reacts to unforeseen circumstances and setbacks; helps others to keep functioning effectively • Is a role model for being very successful at modifying behavior to remain effective in different organizations and cultures