

33 - Personal Credibility - Demonstrated concern that one be perceived as responsible, reliable, and trustworthy.

	Basic	Proficient	Advanced
Professional/ Specialist	<ul style="list-style-type: none"> • At times is dependable, but doesn't always deliver on commitments • Has been known to share confidential information in an inappropriate manner; does not always keep concerns shared by others private • In certain situations is not straightforward, forthright or honest with people • Usually carries his/her fair share of the workload • Hesitant to admit to mistakes; has excuses or tends to blame others • Knowledgeable of the facts and information 	<ul style="list-style-type: none"> • Dependable; delivers on commitments • Respects the confidentiality of information; keeps personal conversations with others private • Forthright and honest with people • Carries his/her fair share of the workload • Admits to mistakes and takes responsibility; never blames others • Conveys a command of the relevant facts and information 	<ul style="list-style-type: none"> • Consistently reliable and dependable over time; always delivers on commitments • Trustworthy and maintains the confidentiality of information; keeps personal conversations with others in strict privacy • Has a track record of being extremely truthful; forthright, and honest with all people • Does more than his/her fair share of the workload; takes on additional responsibility • Willingly admits to mistakes and takes full responsibility; never blames others; sees them as a learning experience • Thorough knowledge and command of all relevant facts and critical information in situations
	Basic	Proficient	Advanced
Supervisor/ Manager	<ul style="list-style-type: none"> • At times is dependable, but doesn't always deliver on commitments • Has been known to share confidential information in an inappropriate manner; does not always keep concerns shared by others private • In certain situations is not, straightforward, forthright or honest with people • Usually carries his/her fair share of the workload • Hesitant to admit to mistakes; has excuses or tends to blame others • Knowledgeable of the facts and information 	<ul style="list-style-type: none"> • Dependable; delivers on commitments • Respects the confidentiality of information; keeps personal conversations with others private • Forthright and honest with people • Carries his/her fair share of the workload • Admits to mistakes and takes responsibility; never blames others • Conveys a command of the relevant facts and information 	<ul style="list-style-type: none"> • Consistently reliable and dependable over time; always delivers on commitments • Trustworthy and maintains the confidentiality of information; keeps personal conversations with others in strict privacy • Has a track record of being extremely truthful; forthright, and honest with all people • Does more than his/her fair share of the workload; takes on additional responsibility • Willingly admits to mistakes and takes full responsibility; never blames others; sees them as a learning experience • Thorough knowledge and command of all relevant facts and critical information in situations

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Director/ Executive	<ul style="list-style-type: none"> • Dependable; delivers on commitments • Respects the confidentiality of information; keeps personal conversations with others private • Forthright and honest with people • Carriers his/her fair share of the workload • Admits to mistakes and takes responsibility; never blames others • Conveys a command of the relevant facts and information 	<ul style="list-style-type: none"> • Consistently reliable and dependable over time; always delivers on commitments • Trustworthy and maintains the confidentiality of information; keeps personal conversations with others in strict privacy • Has a track record of being extremely truthful; forthright, and honest with all people • Does more than his/her fair share of the workload; takes on additional responsibility • Willingly admits to mistakes and takes full responsibility; never blames others; sees them as a learning experience • Thorough knowledge and command of all relevant facts and critical information in situations 	<ul style="list-style-type: none"> • Drives self/organization to consistently be reliable and dependable; coaches others to always deliver on commitments • Is a role model for always being trustworthy and maintaining the confidentiality of information; has a history of keeping personal conversations with others in strict privacy • Instills a mindset in others to be extremely truthful; forthright, and honest with people in all situations • Has a long history of always exceeding his/her fair share of the workload; always takes on additional work • Is well known for willingly admitting to mistakes and taking full responsibility; never blames others; sees them as a learning experience • Creates an environment in the organization where others are expected to have a thorough knowledge and command of all the relevant facts and information in all situations