



BBV2M LLC-DEVELOPMENT SERIES

**11 Virtues and Talents
Companies Look for in
Candidates and Leaders**



SUCCESS

- In most company certain skill and core competencies can be taught. However, when it comes to virtues and skills, it is the ticket to get in the game and failure to have them may doom you to failure. We have picked 11 that we have seen over the past 35 years in various industries.

Having various combinations of these traits improve your success of being hired and success in your leadership role in any organization.



Integrity – The Quality of being honest and having strong moral principles, moral uprightness.

Integrity is the make up of your character.

Integrity is when your character meets reality.



Sense of Urgency –is a feeling or attitude that a task must be carried out quickly and with great intensity.

It is often used when organizations need to mobilize resources to address an urgent issue or complete a major project within a tight deadline. In the business context, “a sense of urgency” generally refers to communicating to an individual or team that it’s imperative to act promptly, decisively and without delay.



Respect – Due regard for the feelings, wishes, rights, or traditions of others.

“The respect you give to others is a dramatic reflection of the respect you give to yourself.”

A relation or reference to a particular thing or situation.



Trust – Assured reliance on the character, ability, strength, or truth of someone or something. Have faith or confidence.

Trust = Credibility and the 4 Quadrants

- 1. Trust/Credibility – Honesty and Integrity**
- 2. Trust/Credibility – Motive**
- 3. Trust/Credibility – Capabilities**
- 4. Trust/Credibility – Track record/Results**



Empathy – The ability to understand and share the feelings of another

Empathy is the capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in another's position.

Empathetic leaders in the workplace have the following qualities:

- Recognizes, predicts and understands how to meet the emotional needs of team members
- Promotes employee unity and cultural diversity
- Desires to understand what team members are experiencing
- Has a genuine interest in what team members feel and say
- Uses active listening to gain perspective and compassion
- Fosters a sense of purpose, community, and belonging within the team
- Anticipates the needs of team members and recognizes when they need extra support or assistance
- Actively listens and makes a conscious effort to be fully present and engaged when team members are speaking



Questioning Attitude—is a value-based, systematic, and iterative use of inquiry as a means to promote valued outcomes of behaviors and help people prevent errors and foster awareness of uncertainty, assumptions, risk factors, and the significance of decisions or actions.

The US Nuclear Regulatory Commission defines a questioning attitude as when individuals avoid complacency and continuously challenge existing conditions and activities in order to identify discrepancies that might result in error or inappropriate action. At the individual level, this often begins with looking again at one's own practices and perceptions of risks and situations.

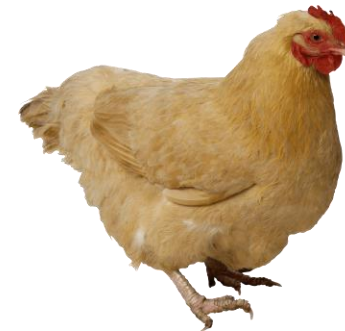


Commitment – The state or quality of being dedicated to a cause, activity, etc.

It is a feeling of dedication, loyalty and action to a cause, activity, or job; wholeheartedly dedicated.

Commitment is an action, not a word

Do you have skin in the game?



Are you just involved? Or Are you committed?

Proactive Customer Service –
anticipating customer expectations and making the first move. Instead of waiting for the customers to reach out, agents take initiative on their own.

The most important thing when engaging proactive customer service is to use active listening to stay committed to the conversation. The goal is to make the customer (internal or external) talk about their needs. Ask follow-up questions that they can answer in a straightforward manner. Take initiative, use your problem-solving skills, show empathy, and offer solutions to their problems.



Humility – The Quality or State of not thinking you are better than others.

“Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourselves.”

A modest or low view of one's own importance; humbleness.



Attention to Detail –ability to efficiently allocate your cognitive resources to achieve thoroughness and accuracy when accomplishing tasks, no matter how small or large.

People with excellent attention to detail are thorough in reviewing their work. As a result, the work is generally more accurate and freer of errors.


Attention to detail synonyms include careful, meticulous, scrupulous, and attentive.



Critical thinking – the mental act of analyzing facts to understand a problem or topic thoroughly

The process typically includes steps, such as collecting information and data, asking thoughtful questions and analyzing possible solutions. That means analyzing the problem without allowing personal bias, emotions or assumptions to influence how you think. Good critical thinkers can work both independently and with others to solve problems.





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