



Council of the European Union
General Secretariat

GSC COMPETENCY FRAMEWORK

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Skills, attitudes and behaviours for all staff to develop and have

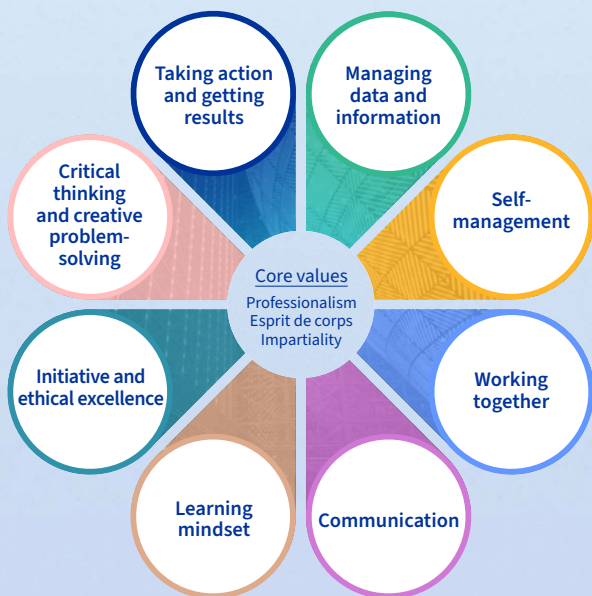


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GSC COMPETENCY FRAMEWORK

Skills, attitudes and behaviours for GSC staff to develop and have.

This competency framework complements the job specific knowledge, job specific skills and organisational awareness staff are expected to have.

It includes concrete practical examples to illustrate skills, attitudes and behaviour referred to. Depending on the job, some of them might only partially apply.

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[Competency Framework](#)

CRITICAL THINKING AND CREATIVE PROBLEM-SOLVING

Manage complex information. Grasp the essential points. Identify connections between issues and their impact on each other. Take account of other points of view, as well as stakeholders' needs. Bear in mind the wider picture. Structure information and thoughts clearly. Develop creative solutions.

Indicators:

- Manages and verifies complex information coming from different sources, differentiates the essential from the less important points, and structures thoughts and information clearly.
- Takes different points of view and needs into consideration when solving problems, as well as possible constraints and impacts in the short and medium term.
- Identifies connections between different facts, figures, and issues beyond their own area of work.
- Recognises critical or sensitive issues in their area of work.
- Is responsive to the needs of internal and external stakeholders.
- Generates original ideas or builds on existing ideas/thinking to provide innovative or creative solutions to problems by thinking out of the box.

TAKING ACTION AND GETTING RESULTS

Act with relative ease in a changing work environment, and when confronted with conflicting or incomplete information. Work out practical, feasible solutions to achieve tangible results. Ensure quality and manage files, projects, and tasks effectively.

Indicators:

- Identifies and prioritises the key issues related to a task or challenge.
- Weighs up the advantages and disadvantages of different alternatives, even when confronted with unknown circumstances or incomplete information.
- Proactively suggests actions and solutions to achieve tangible results for the objectives set.
- Makes effective use of time, (digital) tools and other resources to deliver quality work.
- Takes practical, feasible courses of action in a changing work environment while maintaining the required quality of output.
- Follows up on actions to achieve timely results for set objectives.

MANAGING DATA AND INFORMATION

Find, filter, understand, evaluate, and create information and data, using digital technologies and the internet safely. Store, use and communicate information and data in various ways, including through digital tools.

Indicators:

- Uses relevant sources and different search strategies to find information and data to perform work.
- Evaluates the credibility and reliability of sources, data, information, and digital content.
- Selects and applies appropriate digital tools and technologies to work with others; interacts and shares information.
- Understands the capabilities of different tools for digital information and data creation.
- Tests and adapts to relevant new digital tools and follows associated developments.
- Uses the GSC digital environment appropriately to protect its devices, information, and personal data.

SELF-MANAGEMENT

Work autonomously, organise your own work, set goals, manage time effectively and demonstrate self-motivation and a sense of responsibility. Demonstrate strength in managing stress and stressful situations. Show adaptability, flexibility and respond openly to change.

Indicators:

- Organises their own work effectively.
- Takes ownership and assumes responsibility for their own results and demonstrates commitment to achieving their goals.
- Applies strategies to self-motivate, handle frustration, manage stress, keep a distance from negativity, and respond calmly to obstacles and setbacks.
- Asks for help and support where necessary; communicates clearly on their own constraints if necessary.
- Adapts quickly to new work situations and changing work conditions and responds to fluctuating circumstances and workload in a positive manner.
- Embraces change as an opportunity to grow, develop, and improve.

WORKING TOGETHER

Work within and across teams and structures with people of different backgrounds, actively supporting diversity and inclusion. Share knowledge and information proactively and deal constructively with conflict, as appropriate.

Indicators:

- Collaborates constructively with others, within and across teams, using the technologies available, shares know-how and information with others and is open to receiving information and knowledge.
- Discusses differences of opinion openly with the individuals concerned, understands other points of view, and strives for compromise in situations of conflict.
- Embraces diversity and fosters an environment of inclusion; strives to treat others respectfully and with fairness.
- Builds up and participates in physical and virtual networks and uses them to connect with others.
- Maintains awareness of the impact of their own work on the work of others as well as of other constraints (time, resources, skills).
- Maintains good and service-minded working relations with external counterparts with the aim of facilitating constructive cooperation.

COMMUNICATION

Communicate clearly and constructively both orally and in writing, adapting the message and medium to the audience. Demonstrate the ability to build solid arguments and structure them effectively. Show effective persuasion, negotiation, facilitation and listening skills.

Indicators:

- Conveys information and opinions clearly and concisely (verbally as well as in writing), using visuals as appropriate.
- Tailors the message and medium to respond to the person(s) with whom they are communicating.
- Listens actively and empathetically.
- Considers the point of view of others when negotiating, persuading, and facilitating.
- Communicates in ways that generate buy-in and create a win-win situation for the parties involved; uses convincing arguments and solid reasoning.
- Speaks, writes, and reads in English and French for working purposes (C1 level).

LEARNING MINDSET

Develop strategies for learning, identify your own learning needs and strive for continuous development. Take ownership of and reflect on your own learning and potential.

Indicators:

- Identifies their own learning needs, strengths and weaknesses and develops their own skills; building on the guidance of management.
- Learns from failure and setbacks and applies lessons learned purposefully.
- Gives, receives, and responds positively to feedback and to constructive criticism and sees it as an opportunity to grow.
- Stays up to date with developments in their own area of responsibilities and beyond as well as with the work of the GSC, Council and European Council.
- Takes part in collaborative learning to learn and improve as a team.
- Proactively keeps up to date with digital evolution, searches for solutions, solves technical problems and explains technological needs to colleagues, service providers and stakeholders.

INITIATIVE AND ETHICAL EXCELLENCE

Demonstrate initiative, enthusiasm, and innovation. Anticipate the needs of the service and think ahead. Represent the GSC positively to the outside world, set an example in line with GSC ethical principles and inspire others with your own actions.

Indicators:

- Demonstrates initiative, thinks ahead, and takes the lead as appropriate before being asked or required to do so to improve work.
- Inspires and encourages others with enthusiasm, leads by example, and helps others.
- Challenges the status quo, seeks to initiate change and improvements for the benefit of the GSC; identifies barriers and seeks to remove them.
- Takes on new challenges, comes up with new and innovative ideas, and shares, tests and assesses them.
- Acts as a role model and an ambassador for the department, represents the GSC in a positive and professional manner and is aware of the potential impact of actions, including in private life, as a GSC official/staff member.
- Acts with integrity and impartiality, in a respectful and helpful manner.



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Each job also requires specific knowledge and skills

For more information
contact the ORG1 Staff Development Unit
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HR & You
on Domus



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