



# Perutnina Ptuj Group Core Competencies

# What are **Competencies** ?

Competencies are the abilities to apply knowledge and others capabilities to effectively perform work in accordance with work standards in business process.

Competencies include:

**Knowledge**

**Experience**

**Abilities**

**Skills**

**Personality traits**

# What does it mean to be **Competent** ?

**A competent person** possesses the appropriate competencies (knowledge, abilities, skills, personality traits, etc.) to perform certain tasks.

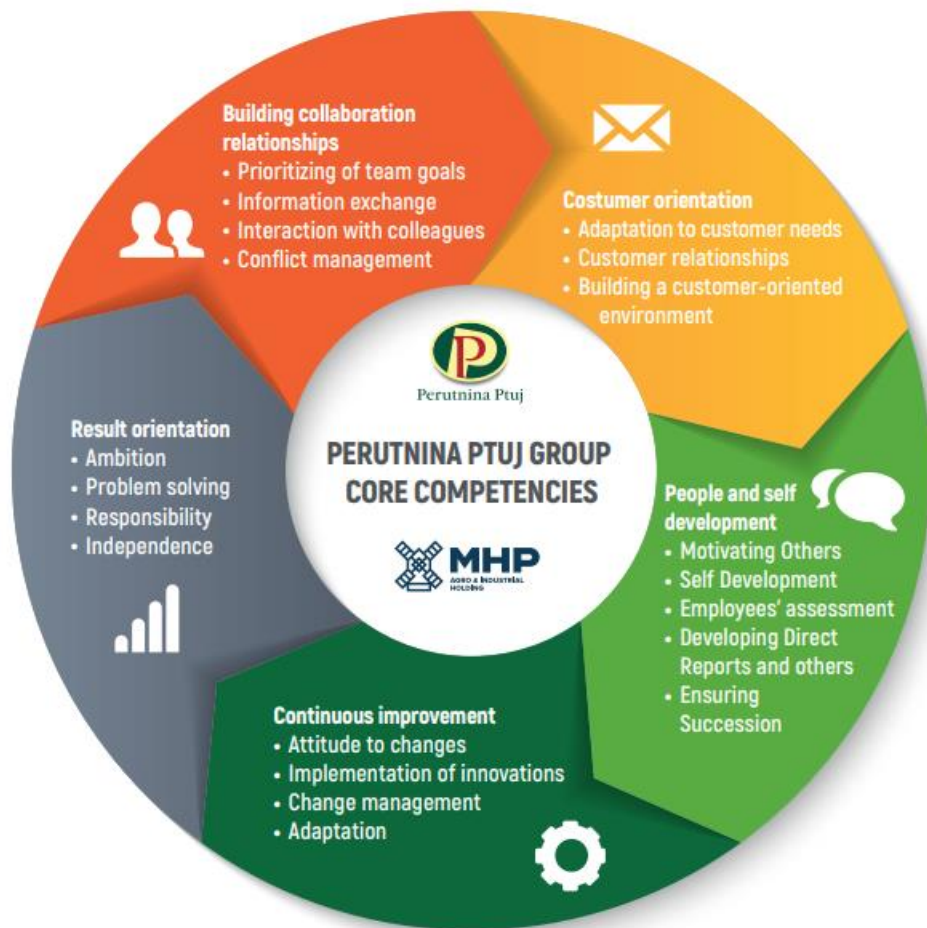
**Competence** is a characteristic of an individual that relates to the ability to successfully perform certain tasks or roles in an organization.

# Competencies and Employee Development

The purpose of introduction key competencies at Perutnina Ptuj Group:

- supports employee development,
- identifies areas where employees need training or development of their skills and knowledge,
- supports hiring and selecting staff, thus identifying specific skills and knowledge required for each role in the organization,
- acquiring and employing the right people with the appropriate competencies,
- improving efficiency and productivity,
- identifying potential successors and talents for key roles in the organization,
- implementing various recognition policies based on individual competencies.

# Core competencies of Perutnina Ptuj Group



# Result orientation

Focused on results; sets high personal and team standards; strives to overcome obstacles; determines methodology and necessary resources for independently achieving results.

- **Ambition:** sets high goals for oneself and one's team and makes an extra effort to achieve excellent results
- **Problem solving:** takes on additional responsibilities to overcome obstacles when problems arise; initiates problem-solving processes when the problem is beyond one's competency
- **Responsibility:** takes responsibility for work results and decisions, acknowledges mistakes, sees ways to improve future outcomes, does not shift responsibility onto others
- **Independence:** independently determines methods and necessary resources to achieve goals, regardless of their complexity.



# Customer orientation

Establishes and maintains partnership and trusting relationships with customers/partners (internal/external); understands customer needs; timely adapts one's actions.

- **Adaptation to customer needs:** anticipates potential customer needs, timely adapts one's and team's actions to customer specific, offers appropriate solutions according to customer requirements, focuses on quality support
- **Customer relationships:** establishes and maintains partnerships and long-term trusting customer relationships with customers, communicates effectively with customers
- **Bulding a customer-oriented environment:** creates an environment where customer satisfaction is a key priority.



# Continuous improvement

Finds new opportunities and ways to improvements; demonstrates the importance and commitment to innovation; leads the change and innovation process.

- **Attitude to changes:** communicates the importance and commitment to innovation to others, seeks to persuade more skeptical colleagues, is an ambassador of innovation, treats every process from the point of view to the need for improvement, examines best practices
- **Implementation of innovations:** aimed at improving activities and introducing more effective methods to achieve goals, initiates change not only within one's function but also offers ideas for improvements within related functions/companies/industries.
- **Change management:** organizes an environment that supports creative thinking and innovativeness, supports innovative proposals for employees, assists in their realization, leads the transformation process
- **Adaptation:** adapts to different circumstances and changing conditions, finds alternative solutions if standard solutions do not work.



# Building collaborative relationships

Focuses on collaboration and teamwork; actively and effectively collaborates with others to achieve a team result; openly shares information; offers help and collaborates effectively with colleagues.

- **Prioritizing team goals:** prioritizes achieving team goals, is prepared to balance some personal goals to achieve a team result, directs the team to the needs of the business in conflict of interest situations
- **Information exchange:** organizes a system for operational information exchange, ensures that the team and colleagues from other functions are well-informed, builds an atmosphere of trust and openness
- **Interaction with colleagues:** communicates and cooperates effectively with colleagues, takes responsibility for achieving team goals, does not allow duplication or non-fulfillment of team tasks
- **Conflict management:** effectively manages conflict situations, creates an environment for the development of cooperation and conflict resolution, reduces the negative impact of conflict on the team and company results.





# People and self development

Regularly develops oneself and the team; shares experience and knowledge with others; uses various development tools.

- **Motivating others:** acknowledges the efforts and achievements of employees. Creates and maintains a positive team spirit in one's team, finds common ground for the interests of different team members, demonstrates commitment to the value of teamwork
- **Self-development:** regularly expands professional horizons, leads by personal example in continuous development, has advanced views, is always informed about current trends, is self-motivated
- **Employees assessment:** evaluates the strengths and development areas for development of colleagues, identifies opportunities to improving their efficiency
- **Developing teams:** systematically engages in employee development using various tools (feedback, development projects, etc.)
- **Ensuring successions:** identifies the potential of employees for further development.

