



**Educators** present information, share knowledge, and provide instruction in ways that the learners can understand. Educators can be found in any facilitated learning, training, or professional development environment, including those in the academic or business worlds.

### Example Positions

*Training and Development Specialist, Tutor, Trainer, Teacher, Corporate Training Specialist, Professor, Lecturer, Adult Basic Education Teacher, Instructor, Management Development Specialist*

## Competencies

**Instructing** – Educators demonstrate confidence in their area of expertise, display the patience to thoroughly explain concepts or information to others, and work with their audience to ensure understanding.

**Learning Agility** – They discern patterns in data, recognize relationships between concepts, and rapidly apply learning from one context to solve analogous problems in different contexts.

**Time Management** – They focus on completing all work tasks in a timely manner, while remaining responsive enough to react to competing demands and shifting priorities. They are able to manage multiple responsibilities while being organized, keeping on top of important time-sensitive tasks, and performing all work accurately.

**Professionalism** – Educators set high standards and serve as role models for work performance, ethical conduct, and respect for others. They consistently conduct themselves in a manner consistent with generally accepted moral principles and values and within the guidelines and best practices of their chosen profession.

**Composure and Resiliency** – They are able to deal effectively with pressure, maintain focus and intensity, and remain optimistic and persistent, even under adversity. They are able to recover quickly from setbacks, rejections, and conflicts and to maintain self-control in the face of hostility or provocation.

**Adaptability** – They are able and willing to shift course when external influences affect an initial plan, condition, or situation. Educators are willing to change their own ideas or perceptions on the basis of new information or evidence and they are able to alter standard procedures when necessary and juggle multiple demands as required.

**Communicating** – Educators provide the information required by others in a concise, direct, and unambiguous way. They perceive how their message affects the receiver and strive to ensure that the receiver clearly understands the specifics and function of the message.

**Deliberative Decision Making** – They tend to gather, consider, and evaluate all relevant information to make logical conclusions before being moved to action.

## Representative Behaviors

- Explains concepts in a way that is easy to understand
- Updates knowledge and skills regularly
- Stays on top of concurrent tasks and activities effectively
- Maintains professional interactions with others when under pressure
- Stays composed in challenging interpersonal situations
- Remains open to alternative ways of performing tasks
- Communicates information in a well-considered manner
- Challenges assumptions and the perceived wisdom in addressing varying issues



### Educator Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity