



FBI Core Competencies

The Federal Bureau of Investigation (FBI) Core Competencies are the categories of knowledge, skills and abilities all FBI employees are expected to cultivate and use in their work.

Collaboration

Establish contacts and interact effectively with external agencies, government officials, the community and internal Bureau contacts; display professionalism while working with others to achieve common goals; and to proactively share information with others when appropriate.



Behaviors/Skills:

- » *Liaise* — Establish contacts and interact effectively with federal, state and local agencies; government officials; community; internal Bureau contacts; and other organizations and agencies.
- » *Demonstrate Political Savvy* — Navigate effectively within the organization's social, political and technological systems.
- » *Show Respect* — Interact with others in a courteous manner; display composure with others; firmly maintain position without becoming defensive; and confront others with tact.
- » *Share Information* — Express self concisely and clearly; use appropriate tone in conversation; present information in a well-organized manner; provide sufficient detail to ensure communication is understood; write in a clear, concise manner appropriate for the audience; and proactively identify who needs information and share it when appropriate.

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Communication

Express thoughts and ideas clearly, concisely, persuasively and effectively both orally and in writing; interpret and understand verbal or written communications; tailor the communication to the experience, exposure or expertise of the recipient; and proactively share information with others when appropriate.



Behaviors/Skills:

- » *Persuade* — Influence others to accept an idea or point of view; provide compelling reasons to accept a change or course of action.
- » *Listen and Interpret* — Understand and identify key spoken information; be sensitive to verbal and non-verbal cues from others; ask probing questions to collect additional information or clarify a message; respond appropriately to questions; and paraphrase what has been said to ensure understanding.
- » *Speak Clearly* — Express yourself concisely and clearly; use appropriate tone in conversation; present information in a well-organized manner; and provide sufficient detail to ensure communication is understood.
- » *Write Clearly* — Write in a clear, concise manner appropriate for the audience.

Flexibility and Adaptability

Change is inevitable. To succeed in an unpredictable law enforcement environment, you must be able to adapt to rapidly changing circumstances and quickly respond to urgent needs. Cultivating the quality of adaptability can make you more effective and help mitigate stress.



Behaviors/Skills:

- » *Adapt* — Adapt to unanticipated problems or conflicts; respond positively and productively to work challenges.
- » *Manage Change* — Respond positively to and successfully manage change at work; support organizational change in a positive and productive manner; and willingly accept new priorities, procedures or goals.

Initiative

Willingness to begin projects/work or to address issues; be proactive and creatively respond to problems/issues/tasks.



Behaviors/Skills:

- » *Be Proactive* — Take action in anticipation of future needs or opportunities; initiate activity to accomplish a task or goal; pursue participation in activities; and volunteer ideas, resources or efforts.
- » *Develop Self* — Continually strive to develop skills and abilities; learn from others.
- » *Follow Through* — Persist at a task despite setbacks; plan for and accomplish follow-up activities necessary to accomplish goals.

Interpersonal Ability

Ability to deal effectively with others; establish and maintain rapport with management, colleagues and subordinates; recognize and show sensitivity to differences in the needs and concerns of others; and mediate concerns between individuals and groups, as well as settle disputes.



Behaviors/Skills:

- » *Establish Rapport* — Put others at ease; engage others in conversation; and express empathy and genuine interest in others.
- » *Be Sensitive to Differences* — Keep an open mind; understand and appreciate the opinions of others; see things from a different point of view.
- » *Resolve and Manage Conflict* — Successfully mediate concerns between individuals and groups while considering organizational objectives; develop agreements and settle disputes equitably; and find common ground and obtain cooperation with minimum disruption.
- » *Work with Others* — Collaborate to identify and achieve common goals.

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Leadership

Motivate and inspire others; develop and mentor others; gain the respect, confidence and loyalty of others; and articulate a vision, give guidance and direct others in accomplishing goals.



Behaviors/Skills:

- » *Mentor* — Recognize positive and negative performance in others; provide objective, direct and timely feedback; and provide guidance to others on how to develop skills and abilities.
- » *Direct* — Take a leadership role with others; provide clear objectives and goals to others; demonstrate calm and confidence when dealing with others; and clearly articulate responsibilities.
- » *Inspire* — Motivate others to work toward a common goal or objective; influence others by articulating a vision.
- » *Presence* — Engender respect and loyalty from others by demonstrating credibility, professionalism and integrity.
- » *Set Strategic Direction* — Conceptualize, develop and articulate the vision, strategy and goals to set direction; integrate the vision into daily work activities.

Organizing and Planning

Establish priorities, timetables and goals/objectives; structure a plan of action for self and others; and develop both strategic and tactical plans.



Behaviors/Skills:

- » *Plan* — Identify a goal and the resources and steps necessary to achieve it by attending to detail; identify potential problems and ways to overcome them; recognize consequences to actions; and establish necessary follow-up steps.
- » *Prioritize* — Determine the relative importance of tasks or goals; expend time and effort in proportion to the relative importance of a task; use time and resources efficiently; and avoid being distracted by irrelevant issues.

Problem Solving and Judgment

Critically evaluate conditions, events and alternatives; identify problems, causes and relationships; base decisions or recommendations on data or sound reasoning; and formulate objective opinions.



Behaviors/Skills:

- » *Identify Problems and Opportunities* — Recognize when and where problems and opportunities exist; determine the causes of problems; accurately define and understand the nature of a problem; and capitalize on opportunities.
- » *Make Decisions* — Solve problems effectively; use appropriate information in determining solutions to problems; and evaluate strengths and weaknesses of potential solutions to problems.
- » *Manage Risks* — Identify and mitigate risk; take calculated and innovative risks.
- » *Accept Responsibility* — Take ownership of problems and the need to solve them; weigh risks of potential solutions and determine if they are appropriate; make decisions in a timely manner; and defend decisions when challenged.
- » *Evaluate and Analyze* — Evaluate data, conditions and events to support conclusions.