

**Statewide  
CORE  
Competencies**

**Teamwork and  
Cooperation**

Cooperates with others to accomplish common goals; works with employees within and across his/her department to achieve shared goals; treats others with dignity and respect and maintains a friendly demeanor; values the contributions of others.

**Results  
Orientation**

Consistently delivers required business results; sets and achieves achievable, yet aggressive goals; consistently complies with quality standards and meets deadlines; maintains focus on Agency and State goals.

**Accountability**

Accepts full responsibility for self and contributions; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency and State to maintain the public's trust.

**Customer  
Service**

Understands that all State employees have external and/or internal customers that they provide services and information to; provides helpful, courteous, accessible, responsive, and knowledgeable service.

**Judgment and  
Decision Making**

Analyzes problems by evaluating available information and resources; develops effective, viable solutions to problems which can help drive the effectiveness of the department and/or State of Georgia.