UNIVERSITY OF SOUTHERN MINDANAO

COLLEGE OF BUSINESS, DEVELOPMENT ECONOMICS AND MANAGEMENT

ACCOUNTANCY DEPARTMENT

BACHELOR OF SCIENCE IN MANAGEMENT ACCOUNTING



AACCUP LEVEL 1 ACCREDITATION

AREA X
ADMINISTRATION

S.1. The institution has an approved performance evaluation system for administrative personnel which includes the following items:

S.1.5. Ability to handle internal and external pressures; and



FLEXIBILITY

The ability to work effectively with a variety of people and situations and adapts one's thinking, behaviour and style appropriately in dealing with change. Adopting to different ways of thinking and doing things in a quick and a positive manner






BASIC	INTERMEDIATE	ADVANCED	SUPERIOR
1.1 Listens to new ideas and considers other people's points of view 1.2 Demonstrates willingness to adjust thinking and behaviour based on new information and changes in people and situations 1.3 Adjusts to new work assignments and priorities when necessary, mindful of new learnings that would be gained and the opportunity to grow in the organisation	2.1 Maintains focus when faced with competing circumstances 2.2 Responds appropriately to changing circumstances 2.3 Recognises new approaches and takes the necessary steps to meet new demands to address dynamic changes and challenges in the organisation 2.4 Accepts additional tasks and continues to learn new techniques to get fast results for clients' welfare and benefit, and the achievement of the organisation's goals and objectives	3.1 Identifies practical approach to get the job done effectively within the given time frame 3.2 Introduces alternative approaches suited to the needs of the situation 3.3 Readily accepts changes in work processes and delivers prompt service in different situations even when under stress and pressure 3.4 Highly aware of the organisation's long term direction and the need to ensure that the services of the organisation keep pace with the changing needs of the internal and external environments	4.1 Assesses the bigger picture and applies common sense to address the situation 4.2 Anticipates and adjusts strategies to ensure that practices are always current and effective 4.3 Adopts new methods to get best results without delays to become consistently strategic in systems, processes and competencies, especially in human resource functions

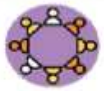




BUILDING COLLABORATIVE, INCLUSIVE WORKING RELATIONSHIPS

The ability to build and maintain a network of selected, high-quality, strategic working relationships within the organisation and across government and relevant sectors. This involves the ability to successfully leverage and maximise opportunities for strategic influencing within the organisation and with external stakeholders.






Levels	BASIC	INTERMEDIATE	ADVANCED	SUPERIOR
Core Descriptions	Maximises existing partnerships and networks and capitalises on these to deliver or enhance work outcomes.	Builds partnerships and networks to deliver or enhance work outcomes	Strengthens and deepens partnerships and networks to deliver or enhance work outcomes.	Builds and then leverages on collaborative partnerships and networks to deliver or enhance work outcomes.
Cultivates a robust network of connections and working relationships	1.1 Implements commitments and monitors partnership arrangements to ensure that the objectives of the partnership remain on target	2.1 Sets up regular meetings or consultations with the team, partners or other stakeholders to gather and respond to feedback on what is working, what needs are unmet, and how to resolve specific problems, and to recognise areas of common interest to promote and sustain collaborative initiatives	3.1 Maintains positive and productive working relationships with the team, partners or other stakeholders, despite differences in views or their attributes, or complexities to encourage sharing of expertise and bring about synergies, goodwill and mutual benefit.	4.1 Sets the climate as well as standards, policies and guidelines for collaboration with team, partners or other stakeholders, across government and relevant sectors to achieve strategic priorities and shared goals
Negotiates and influences persuasively	1.2 Uses subject matter knowledge and a strong grasp of key issues in providing appropriate recommendations to engage team members, partners or other stakeholders and to achieve positive outcomes	2.2 Demonstrates reliability and uses this to build credibility with team members, partners or stakeholders to negotiate outcomes	3.2 Resolves conflicts, disagreements and differing interests among team members, partners or stakeholders in a constructive manner (e.g. win-win approach; use of appropriate conflict resolution processes; identification of common ground through dialogue and consensus; shares solutions perspective)	4.2 Navigates high-risk, complex or contentious situations across the government and relevant sectors using innovative influencing strategies

Levels	BASIC	INTERMEDIATE	ADVANCED	SUPERIOR
Promotes value of transparency and open communication	1.3 Shares accurate and timely information and stimulates open discussion of ideas to promote a positive environment	2.3 Articulates proactively the expectations and concerns of team members and relevant stakeholders and implements measures to address them to build synergy and goodwill	3.3 Identifies barriers to transparency and open communication and initiates appropriate solutions	4.3 Models the value and importance of transparency and keeping communication lines open to both internal and external stakeholders (e.g. facilitates exchange of information and experiences, broadens perspectives on emerging sensitive issues and enhances C3 or coordination, collaboration and complementation)
Addresses gender and other diversity issues, discriminatory and exclusionary behavior	1.4 Identifies dysfunctional and inappropriate behaviours or gender issues of work team members and provides them appropriate feedback	2.4 Integrates into the unit work plan a project/activity/program that addresses gender issues, discriminatory and exclusionary behaviour within the office and in relation to partners, networks and other stakeholders	3.4 Uses diversity-sensitive approaches and addresses gender issues, discriminatory and exclusionary behaviors in order to establish and maintain partnerships and networks in implementing projects/activities/programs.	4.4 Sets guidelines, ethical standards, and direction to communicate zero-tolerance to gender biases, discriminatory and exclusionary behaviour across government and relevant sectors to build a collaborative and inclusive culture (e.g. there is space for growth and development of vulnerable and marginalised groups including women, persons with disabilities, senior citizens and indigenous peoples)
Demonstrates interpersonal savvy	1.5 Listens actively and shares information and resources, as appropriate to demonstrate openness	2.5 Applies tact and diplomacy in knowing what to say, when, and to whom and how to communicate messages in a way that will gain support	3.5 Demonstrates adaptability to different protocols, working styles and individual differences with people inside and outside the organisation	4.5 Uses appropriate and context-sensitive communication mechanisms, varying the language, tone, content and style to influence diverse stakeholders across government and relevant sectors.