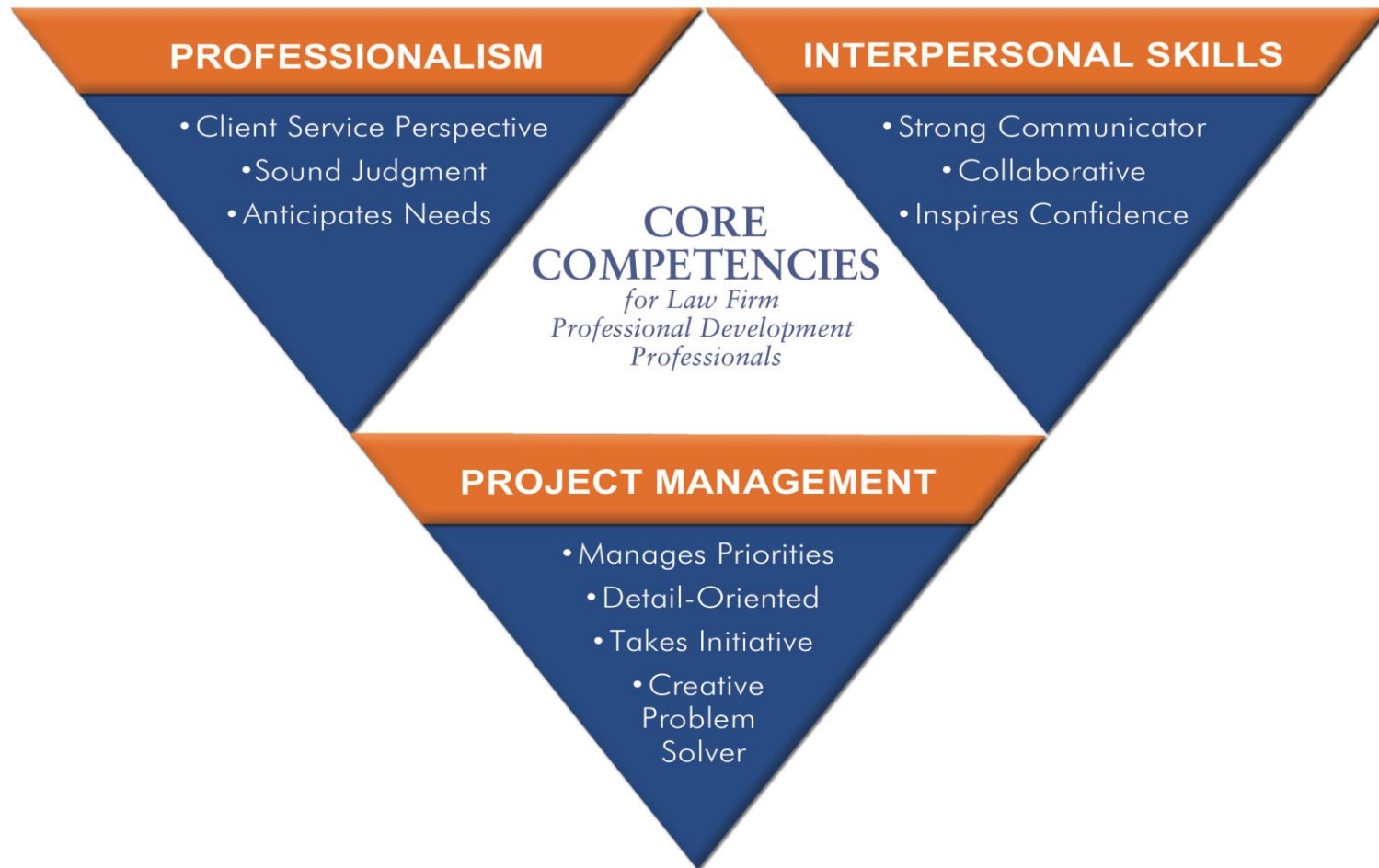




Our goal is to help  
you achieve your

# goals



**Wisnik Core Competencies**

[www.wisnik.com](http://www.wisnik.com)

## Core Competency Professionalism

### Coordinator

- Produces thorough and accurate work.
- Understands the complex dynamics of a law firm and how their role fits in.
- Demonstrates discretion and sound judgment when dealing with confidential matters.
- Accurately interprets situations and adjusts behavior accordingly.
- Inspires confidence and exhibits a professional demeanor.
- Exhibits a client service orientation through responsiveness and consistent follow through.
- Invests in learning about the legal industry and attorney development.
- Demonstrates a strong work ethic and a "can do" attitude.

### Manager

- Builds credibility with key members of the Firm; inspires trust and participation in professional development activities.
- Anticipates the learning and development needs of internal clients and presents ideas and suggestions tactfully.
- Demonstrates good judgment in determining when to keep things confidential and when to elevate issues.
- Appropriately manages the dual role of an attorney advocate and member of Firm management.
- Keeps abreast of changes in clients' industries and creates programs to enable attorneys to meet client needs.
- Effectively manages a wide range of relationships, including superiors, colleagues and staff.

### Chief/Director

- Understands the business of a law firm and how to use professional development to drive bottom line results.
- Ties external client demands to internal client development needs to drive professional development strategy.
- Appropriately navigates Firm politics and is able to get buy-in from Partners.
- Manages 'multiple masters' and knows where to focus the department's energy.
- Creates a positive brand for the professional development function by networking with industry peers and being recognized as a leader in the field.
- Focuses on meeting attorneys' needs and creating a highly regarded Firm function.

## Core Competency Interpersonal Skills

### Coordinator

- Appropriately adjusts communication style and tone to the situation and person.
- Builds professional relationships with internal clients.
- Speaks confidently and communicates effectively with Partners and senior administrators.
- Works well with a wide variety of personalities and people at all levels and areas of the Firm.
- Collaborates and makes valuable contributions to team efforts.
- Exhibits enthusiasm and a positive attitude.

### Manager

- Evaluates each situation, considers the audience and adjusts communication accordingly.
- Builds partnerships with Firm management, attorneys and other departments.
- Motivates and influences others through spoken word.
- Listens attentively and makes others feel heard.
- Exhibits a personable and approachable demeanor.
- Leads by example and models candid communication and strong relationship skills.
- Effectively manages and motivates their team; gives constructive feedback.

### Chief/Director

- Effectively conveys the professional development vision and value to the Firm.
- Inspires Partners' commitment to professional development and is viewed as a trusted advisor.
- Expertly builds consensus between disparate parties and is an effective liaison between practice group leaders, Firm management and attorneys.
- Active listener who is adept at communicating with different styles and demonstrates a high level of emotional intelligence.
- Communicates effectively in large or small settings.
- Successfully leads the professional development team and creates an atmosphere of team collaboration.

## Core Competency Project Management

### Coordinator

- Develops and maintains organizational systems.
- Diligently attends to details.
- Resilient when faced with obstacles or challenges: devises alternative methods for completing tasks.
- Uses time and resources efficiently.
- Works on multiple projects simultaneously; recognizes and accomplishes the most important tasks first.
- Takes a proactive approach to long term assignments; breaks large projects into manageable tasks.
- Flexible and adapts as situations or deadlines change.

### Manager

- Identifies and makes leadership aware of key professional development initiatives.
- Keeps the big picture and project goals in mind at all times.
- Strategic and creative thinker, able to generate a wide range of potential solutions.
- Balances multiple and sometimes competing priorities.
- Manages the expectations of internal clients and keeps them apprised of project status.
- Identifies, prioritizes and allocates human and Firm resources in a manner that will maximize productivity.
- Keeps long-term projects moving by assigning tasks, setting deadlines and monitoring progress.
- Demonstrates substantive knowledge of event management concepts and protocols
- Able to develop and effectively manage a budget.

### Chief/Director

- Connects professional development initiatives and priorities to overall Firm strategy.
- Spearheads professional development initiatives and evaluates their success.
- Uses creative problem solving and influencing skills to overcome challenges and achieve project goals.
- Effectively conveys department priorities to their team.
- Ensures team members have the skills and resources necessary to deliver timely and valuable projects.
- Uses metrics to show the value of results achieved by PD initiatives.