

# Core Competencies



## OUR MINDSET:

### We are adaptable, innovative and forward thinking

We are open to and positive about change. We anticipate the changing needs of the communities we serve. We are outward-looking and forward-thinking, and approach situations with a sense of curiosity. We seek to continuously improve the way we work to achieve better outcomes.

### We are solution-focused

We critically analyze situations (including evidence, goals, constraints and risks) to identify solutions and make sound decisions. We gather information as needed, develop and weigh alternatives, and choose the best course of action.



## OUR CONNECTIONS:

### We are service and community-focused

We understand the people we serve – communities and members – and show an active commitment to improving their well-being over the long term.

### We work collaboratively

We collaborate with others to create safe communities and an efficient and effective Toronto Police Service. We build and maintain collaborative internal and external relationships and partnerships by being open to others' ideas, goals and perspectives, and appropriately sharing information. We ensure alignment within and across groups.



## OUR DEVELOPMENT:

### We develop ourselves and others

We take ownership for pursuing our own learning and development, and actively encourage and support the development of others.

### We lead and inspire

We engage, inspire and motivate our people by creating a positive work environment, helping others understand how they contribute to the success of the Service, and modeling the Service's core values.



## OUR IMPACT:

### We are emotionally intelligent

We strive to understand ourselves and others. We actively listen to the needs, perspectives and concerns of others, and use this understanding to respond in an emotionally intelligent manner. We recognize and value differences in background, thinking, and approaches to work. We care about the mental well-being of others.

### We are accountable and deliver results

We set high standards for ourselves and others. We behave with integrity, and take ownership and responsibility for our own actions and those of others to achieve the best outcomes for the Service and the communities we serve.