

# Essential competencies when hiring for top ten in-demand roles

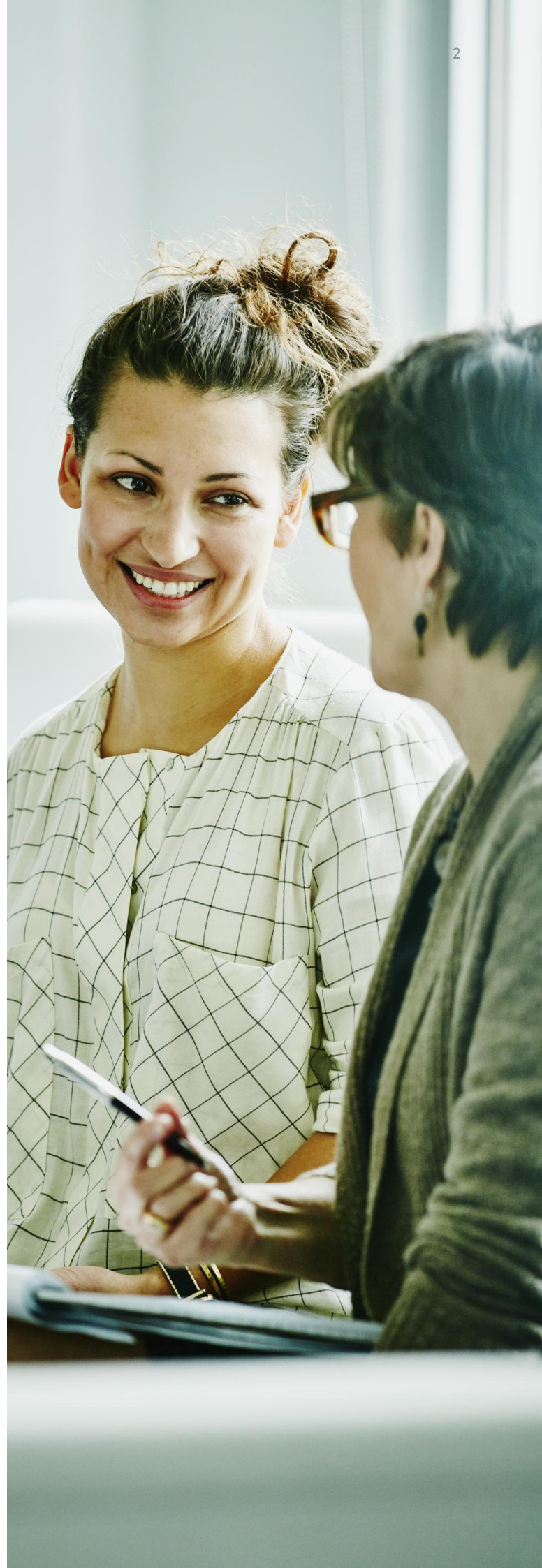


# Introduction

Recent changes, such as The Great Reshuffle, technological advancements, and demographic changes, have shifted the hiring landscape considerably. As a result, there are specific industries and job roles where demand exceeds supply. With various economic and social factors at play, one can rest assured that particular jobs will see more growth in the coming years.

While degrees and experience remain the mainstay on which a candidate is deemed fit for a role, recruiters must keep track of different competencies when hiring. In addition, the competencies differ for each position, so hiring managers need to know what to look for.

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# Competencies to look out for in a candidate

Of the several competencies and behavioral indicators depicted by top employees at a workplace, the following were the most important ones across all job roles:

## Accountability

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Demonstrates an ability to take responsibility for their actions and decisions.

### Behavioral indicators at the workplace:

- Takes ownership
- Ensures commitments are met on time
- Accepts culpability

## Active problem solving

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Takes the initiative to resolve issues and is persistent in overcoming challenges by utilizing available resources.

### Behavioral indicators at the workplace:

- Resolves issues
- Persists until goal accomplishment
- Takes initiative



## Collaboration

Works effectively with others to accomplish common goals.

### Behavioral indicators at the workplace:

- Coordinates within the team and between departments to accomplish common goals
- Is inclusive and helpful

## Communication

Imparts accurate information timely and is receptive to other peoples' opinions.

### Behavioral indicators at the workplace:

- Shares information across departmental boundaries effectively
- Accurately communicates organizational-level decisions
- Carefully receives and understands information from others

## Customer focus

Understands customers' stated and unstated needs to provide the most optimal solution in a timely and efficient manner.

### Behavioral indicators at the workplace:

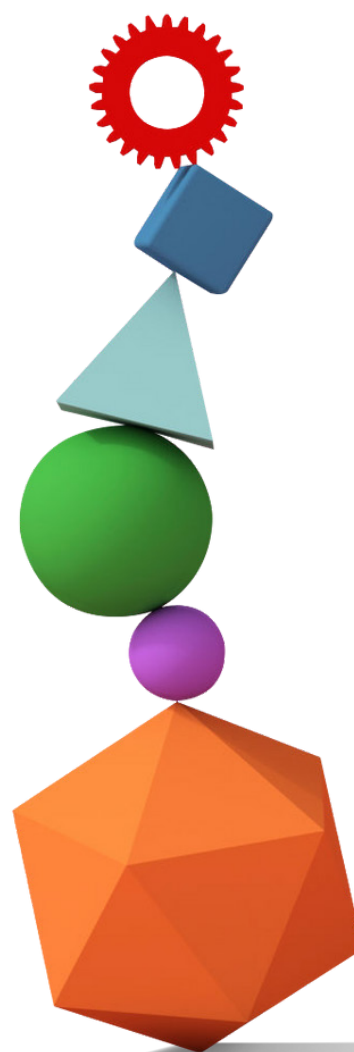
- Understands customer needs
- Deals with customers in a courteous and patient manner
- Ensures future opportunities

## Creativity and innovation

Offers new ideas and different methods when faced with challenging situations. Can apply novel means or repurpose old ways to solve complex problems.

### Behavioral indicators at the workplace:

- Gives new or different approaches to generate solutions
- Thinks laterally in challenging situations



## Driving excellence

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Challenges themselves and others to surpass set standards and achieve exemplary results. Closely observes all details and pays attention to the quality of deliverables.

### Behavioral indicators at the workplace:

- Ensures quality and consistency
- Attends to detail
- Exceeds standards and achieves extraordinary results

## Developing others

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Demonstrates an ability to improve performance, support, and encourage individuals and teams to give their best.

### Behavioral indicators at the workplace:

- Ensures quality and consistency
- Attends to detail
- Exceeds standards and achieves extraordinary results

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## Effective communication

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Receives, comprehends, and conveys untampered information by putting their thoughts and ideas clearly and briefly. Manages communication processes and ensures that information is delivered, received, and understood successfully.

### Behavioral indicators at the workplace:

- Carefully receives information
- Clearly understands information
- Accurately shares information

## Empowering others

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Involves key stakeholders in developing organizational vision, setting the strategy, and fostering self-sufficiency in employees.

### Behavioral indicators at the workplace:

- Understands the organization's vision
- Includes stakeholders in setting strategy
- Fosters self-sufficiency

## Integrity

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Behaves in an honest, fair, and ethical manner; is consistent in aligning actions with words while maintaining high moral ground.

### Behavioral indicators at the workplace:

- Is consistent
- Is fair and transparent

## Leading others

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Frames a vision, creates strategy after analyzing market trends, and delegates work such that the team is engaged to achieve short and long-term business goals.

### Behavioral indicators at the workplace:

- Formulates a vision
- Sets a strategy
- Engages people toward common goals

## Learning agility

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Learns new skills continuously and applies the learning in new and changing contexts to achieve desired results.

### Behavioral indicators at the workplace:

- Is willing to learn new skills
- Applies new learnings and shares knowledge

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## Negotiation and influence

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Convinces others of their viewpoint and arrives at a common ground to accomplish goals and objectives effectively.

### Behavioral indicators at the workplace:

- Arrives on a common ground to accomplish goals
- Convinces others for collective good

## Networking

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Builds, maintains, and leverages professional networks and personal relationships within and outside the organization to gather information and resources. Ensures individual as well as organizational success.

### Behavioral indicators at the workplace:

- Builds professional networks and personal relationships
- Leverages to gather information and resources

## People orientation

Builds a healthy work relationship by being empathetic, respectful, and culturally sensitive to empower others.

### Behavioral indicators at the workplace:

- Is culturally sensitive and empathetic
- Is inclusive and helps others



## Planning and organizing

Prioritizes tasks and shuffles between various roles to maximize efficiency.

### Behavioral indicators at the workplace:

- Indicates the steps required to accomplish objectives
- Allocates optimum resources
- Prioritizes tasks and does contingency planning

## Process orientation

Follows standard procedures and adheres to rules and regulations to ensure compliance and efficiency at the workplace.

### Behavioral indicators at the workplace:

- Follows standard procedures to ensure efficiency
- Adheres to rules and regulations to ensure compliance

## Project relationship management

Promotes active development, cultivation, and maintenance of project-associated relationships.

### Behavioral indicators at the workplace:

- Develops project-associated relationships effectively
- Arbitrates and resolves differences
- Manages meetings effectively

## Quality focus

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Ensures consistency and adherence to high standards by staying focused on the quality of deliverables.

### **Behavioral indicators at the workplace:**

- Ensures quality and consistency
- Attends to details

## Team management and development

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Ensures management of team members, provision of support and encouragement to ensure optimum team productivity.

### **Behavioral indicators at the workplace:**

- Effectively manages teamwork
- Provides mentoring
- Motivates the team
- Resolves conflicts and promotes cooperation

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## Vision and strategy

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Builds a clear plan for the future and delineates both long and short-term goals.

### **Behavioral indicators at the workplace:**

- Creates an effective plan of action
- Creates an environment for goal accomplishment





# Ten in-demand job roles and competencies

These ten job roles are expected to be the most in-demand. The list takes you through all the prevalent competencies and associated behavioral indicators with each job role.

- Project manager
- Sales manager
- Senior manager
- IT team lead
- Sales individual contributor
- IT individual contributor
- HR manager
- Data scientist
- Digital marketing specialist
- Leadership roles

## Project manager

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Delivers a project successfully by planning, organizing, and leading the team to achieve results.

### Competency framework

- Accountability
- Active problem solving
- Driving excellence
- Effective communication
- Planning and organization
- Project relationship management

## Sales manager

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Deals with retailers and distributors, runs day-to-day sales team operations, generates revenue, and maintains customer relationships in the respective geographical area.

### Competency framework

- Accountability
- Active problem solving
- Networking
- Negotiation and influence
- Customer focus
- Team management and development

## Senior manager

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Plans, directs, coordinates and monitors the team's work progress. Attempts to maximize efficiency, productivity, and performance by ensuring that all operations run smoothly.

### Competency framework

- Accountability
- Communication
- Leadership
- Customer focus
- Creativity and innovation
- Planning and organization
- Negotiation and influence
- Developing teams

## IT team lead

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Plans, executes, and leads a project from start to end per respective business standards. Encourages and drives team innovation.

### Competency framework

- Accountability
- Active problem solving
- Excellence driving
- Effective communication
- Planning and organization
- Team management
- Developing teams

## Sales individual contributor

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Assists existing accounts, reaches out to new customers, and resolves their issues. Achieves designated sales targets within the delegated time.

### Competency framework

- Accountability
- Networking
- Learning agility
- Process and orientation
- Planning and organization
- Negotiation and influence
- Customer focus

## IT individual contributor

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Oversees technical operations, works with top executives to develop strategic plans for future improvements to ensure security, and help the organization stay competitive.

### Competency framework

- Accountability
- Quality focus
- Collaboration
- Process orientation
- Planning and organization
- Negotiation and influence
- Learning agility

## HR manager

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Manages overall HR department, designs and implements HR policies, evaluates employee relations, and serves as a link between management and staff.

### Competency framework

- Integrity
- Active problem solving
- People orientation
- Negotiation and influence
- Process orientation
- Effective communication

## Data scientist

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Analyzes, processes and models data for interpretation and creates actionable plans by forecasting the outcomes.

### Competency framework

- Active problem solving
- Negotiation and influence
- Process orientation

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## Digital marketing specialist

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Creates strategies to promote the website through various digital means and increase business traffic.

### Competency framework

- Active problem solving
- People orientation
- Negotiation and influence
- Process orientation
- Effective communication

## Leadership roles

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Sets a clear vision, builds morale and lends support to the workforce on a continuous basis. Analyzes future trends and takes further actions to solve underlying organizational problems.

### Competency framework

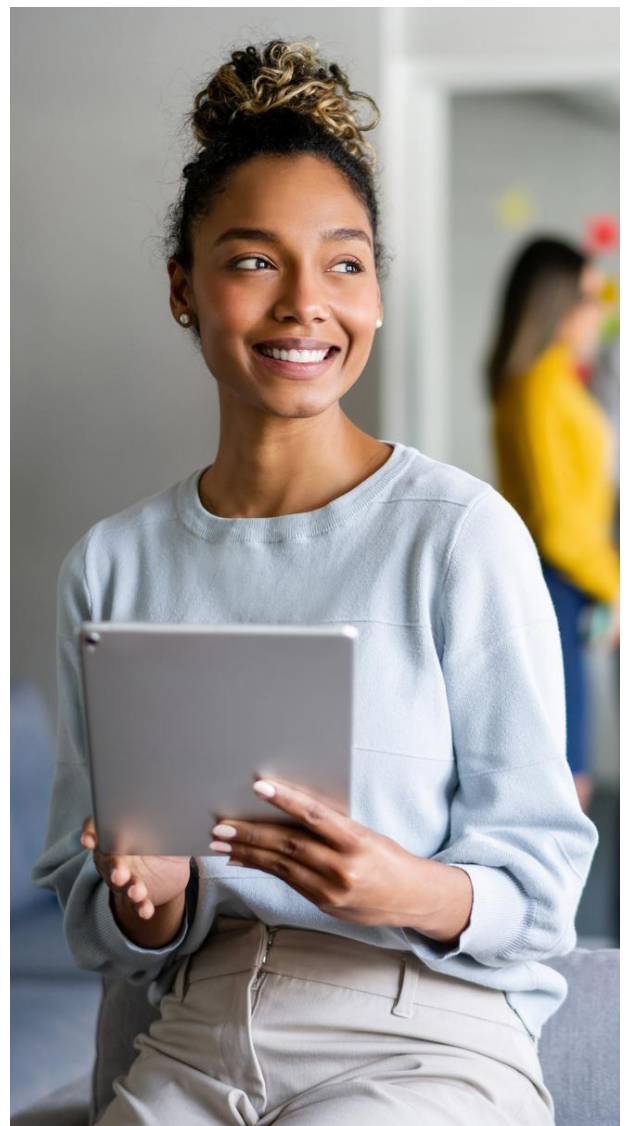
- Accountability and integrity
- Strategy and vision
- Networking
- Empowering others
- Planning and organization
- Negotiation and influence
- Creativity and innovation

# How recruiters can plan for these competencies when hiring

Resumes and certificates showcase a candidate's domain knowledge and relevant skills but don't always show the larger picture. Therefore, it is important that recruiters must use assessments to reveal potential hires' personality and behavioral traits. Such assessment metrics help predict future behavior and job performance, thereby contributing to the quality of hires.

**For example, organizations can use Mercer | Mettl's Leadership Assessment when hiring for leadership roles. Similarly, to assess a potential hire's critical thinking or decision-making skills, HRs can use the Critical Thinking Test and Decision-Making Ability Assessment, respectively.**

Furthermore, job-specific assessments can help assess how well a candidate applies their skills and knowledge in real-life situations. For instance, when hiring coders, HRs can use [Mercer | Mettl's I/O](#) to measure coding skills objectively and efficiently. The use of an assessment platform not only saves time and effort but also reduces instances of a bad hire. Similarly, they can utilize the [sales professional assessments](#) suite when hiring for a sales role.



# Conclusion

There is a need to hire candidates based on their educational background and competencies, and behavioral indicators needed for the job. It will improve the quality of hires and help with talent retention.

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At Mercer | Mettl, our mission is to enable organizations to make better people decisions across two key areas: acquisition and development. Since our inception in 2010, we have partnered with more than 4,000 corporates, 31 sector skills councils/government departments and 500+ educational institutions across more than 90 countries.

 [mettlcontact@mercer.com](mailto:mettlcontact@mercer.com)

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