

‘Officer Like Qualities’

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What are OLQs?

- Qualities- “Distinctive attributes or characteristics possessed by someone”
- Extrinsic
 - Dress
 - Speech
 - Behaviour
 - Mannerism
- Something more?

The Fauji Fifteen

OFFICER LIKE QUALITIES

FACTOR I - MIND

Effective Intelligence
Reasoning Ability
Organising Ability
Power of Expression

FACTOR II - HEART

Social Adaptability
Cooperation
Sense of Responsibility

FACTOR III - GUTS

Initiative
Self Confidence
Speed of Decision
Ability to Influence the Group
Liveliness

FACTOR IV - LIMBS

Determination
Courage
Stamina



OFFICER LIKE QUALITIES

Factor I Planning & Organisation	Factor II Social Adjustment	Factor III Social Effectiveness	Factor IV Dynamic
1. Effective Intelligence	5. Social Adaptability	8. Initiative	13. Determination
2. Reasoning Ability	6. Cooperation	9. Self Confidence	14. Courage
3. Organisation Ability	7. Sense of Responsibility	10. Speed of Decision	15. Stamina
4. Power of Expression		11. Ability to Influence Group	
		12. Liveliness	

Are we missing out something
“Vital”?

Qualities of a Good Officer

The GoI – UNDP Competencies



Competencies for Civil Services

1

Ethos

- 1.1 People First
- 1.2 Strategic Thinking
- 1.3 Organisational Awareness
- 1.4 Commitment to the Organisation
- 1.5 Leading Others

2

Ethics

- 2.1 Integrity
- 2.2 Self Confidence
- 2.3 Attention to Detail
- 2.4 Taking Accountability

3

Equity

- 3.1 Consultation and
Consensus Building
- 3.2 Decision Making
- 3.3 Empathy
- 3.4 Delegation

4

Efficiency

- 4.1 Results Orientation
- 4.2 Conceptual Thinking
- 4.3 Initiative and Drive
- 4.4 Seeking Information
- 4.5 Planning and Coordination
- 4.6 Desire for Knowledge
- 4.7 Innovative Thinking
- 4.8 Problem Solving
- 4.9 Developing Others
- 4.10 Self-Awareness
and Self-Control
- 4.11 Communication Skills
- 4.12 Team- Working

1. Ethos

Competency	Definition
1.1) People First	Passion for serving people with special care for the marginalised and disadvantaged. Being approachable, welcoming, caring and rising above bias while interacting with people. Understands the needs of the people and constantly strives to improve the services.
1.2) Strategic Thinking	Ability to understand dynamic internal and external environment and its impact. Responds to the opportunities and challenges for the betterment of society.
1.3) Organisational Awareness	Understanding of the organisation's mandate, structure, policies, processes, norms and its interface with other organisations. It also includes an understanding of the organisation's informal structures, power dynamics and constraints.
1.4) Commitment to the organisation	Aligns behaviours and interests with the needs and goals of the organisations.
1.5) Leading Others	Ability to engage, energise, and enable the team to excel.

2. Ethics

Competency	Definition
2.1) Integrity	Consistently behaves in an open, fair and transparent manner, honours one's commitments and works to uphold the Public service values.
2.2) Self-Confidence	Belief in own capability to accomplish a task and being able to express confidence in dealing with challenging circumstances without being arrogant or boastful.
2.3) Attention to Detail	Having an underlying drive to being thorough and meticulous and to comply with procedures, rules, guidelines, and standards. Digs deeper and strives to reduce uncertainties and errors.
2.4) Takes Accountability	Takes ownership for outcomes (successes or failures) while addressing performance issues fairly and promptly.

3. Equity

Competency	Definition
3.1) Consultation and Consensus Building	Ability to identify the stakeholders and influencers, seek their views and concerns through formal and informal channels. Build consensus through dialogue, persuasion, reconciliation of diverse views/interests and trusting relationships.
3.2) Decision Making	Makes timely decisions that takes into account relevant facts, tasks, goals, constraints, risk and conflicting points of view.
3.3) Empathy	Empathy is about being able to accurately hear out and understand the thoughts, feelings and concerns of others, even when these are not made explicit.
3.4) Delegation	Delegates responsibility with the appropriate level of autonomy so that others are free to innovate and take the lead.

4. Efficiency

Competency	Definition
4.1) Result Orientation	High drive for achieving targets and competing against a standard of excellence.
4.2) Conceptual Thinking	Understanding a situation or environment by putting the pieces together and identifying patterns that may not be obviously related. Connecting the dots while resisting stereotyping.
4.3) Initiative and Drive	Contributing more than what is expected in the job. Refusing to give up when faced with challenges and finding or creating new opportunities.
4.4) Seeking Information	An underlying curiosity to know more about things, people, or issue. This includes “digging” for exact information and keeping up-to-date with relevant knowledge.
4.5) Planning and Coordination	Ability to plan, organise and monitor work with effective utilisation of resources such as time, money, and people.
4.6) Desire for Knowledge	Keeps up-to-date with relevant knowledge and technology, share latest developments with others, and advocates the application of acquired knowledge.
4.7) Innovative Thinking	Open to change, approaches issues differently, offers alternate/out of box solutions and strives for efficiency by working smartly.
4.8) Problem Solving	Understanding a situation by breaking it into small parts, organising information systematically and setting priorities.
4.9) Developing Others	Genuinely believes in others’ capabilities to develop and take personal responsibility for their development. Creates a positive environment for learning and provides developmental opportunities for individual and team.
4.10) Self-Awareness and Self-Control	Identifies one’s own emotional triggers and controls one’s emotional responses. Maintains sense of professionalism and emotional restraint when provoked, faced with hostility or working under increased stress. It includes resilience and stamina despite prolonged adversities.
4.11) Communication Skills	Articulates information to others in language that is clear, concise, and easy to understand. It also includes the ability to listen and understand unspoken feelings and concerns of others.
4.12) Team-Working	Working together as a unit for common goal, building teams through mutual trust, respect and cooperation.

What is at your “Core”?

My Chosen Nine

1. Accountability
2. Transparency
3. Equity
4. Inclusiveness
5. Participatory
6. Consensus Orientation
7. Following Rule of Law
8. Effectiveness
9. Efficiency