
Concern for Others

Definition

Must be able to consider the needs and difficulties of others and take an active interest in their feelings, capabilities and perspectives in order to assist them with the difficulties they face and act with integrity, warmth and concern.

Key Words: Concern for Others; Integrity; Warmth and Affection; Respect for Others;

Behavioral Indicators:

1. Considers the needs and feelings of others.
 2. Respects the rights, needs, feelings, and perspectives of others.
 3. Involves others in decisions that will affect them.
 4. Supports others in their difficult situations.
 5. Shows respect to others in their daily dealings with them.
 6. Contributes positively to the welfare of those they interact with and serve.
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PROFICIENCY LEVELS: Concern for Others

LEVEL I

- Shows consideration towards others especially during their difficult situations.
- Generally attends to the needs and feelings of others, without regards to how they express themselves.
- Is respectful of persons who show cultural racial, physical, language, capacity and any other differences.
- Responds to others and is attentive to the needs of others.
- Treats others fairly and with respect.

LEVEL II

- Attends to the needs and feelings of others, irrespective of how they express themselves, especially in conflict situations.
- Puts in place conditions conducive to customers, individuals and teams.
- Takes cultural, racial, physical, and any other differences of individuals into account in communication with others and modifies own responses and behavior accordingly.
- Responds voluntarily, promptly and with enthusiasm to the anxieties, needs and predicament of others.
- Shows awareness of the impact of self on others and adjust responses accordingly.

LEVEL III

- Openly recognizes the unique contribution of each person and responds supportively and with respect.
 - Respects and protects the dignity, integrity and rights of each person.
 - Shows versatility in his/her relations with others.
 - Anticipates the reluctance and feelings of others to the proposal(s) being made.
 - Responds to the different needs, feelings and capabilities of others and uses feedback to gauge the effectiveness and appropriateness of own responses.
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