

HENRICO COUNTY CAPABILITY MODEL



As committed Henrico County public servants, we are more than just the function of our jobs. We embrace inclusion, courage, customer engagement, communication, and leadership so we can meet today's needs while prioritizing future readiness.

OUR CAPABILITIES

1 INCLUSION

Acknowledging and showing appreciation for the individual differences, contributions, and talents of all team members, and strengthening employee confidence in their abilities.

2 COURAGE

Willingness to navigate uncomfortable situations, adhere to vision and values, take action and initiative on new ideas, and question assumptions and processes to improve outcomes.

3 CUSTOMER ENGAGEMENT

Cultivating positive relationships with internal and external customers by proactively seeking customized solutions to increase satisfaction and build rapport.

4 COMMUNICATION

Expressing thoughts, ideas, and information effectively.

5 LEADING SELF

- Decisiveness
- Functional Expertise
- Personal Accountability
- Critical Thinking

6 LEADING OTHERS

- Relationship Management
- Well-Being
- Collaboration
- Value & Develop Others

7 LEADING THE ORGANIZATION

- Organizational Awareness
- Innovation
- Agility
- Cultural Awareness