**AAHA Board Competencies**

**Definition of Competency**: a set of measurable behaviors that result in distinguished performance. Competence comes from one’s experience, attitude, knowledge, and beliefs.

***Professional Acumen*** (focuses on the development and utilization of organizational knowledge to support AAHA’s mission and strategic objectives)

Mission: The purpose of the American Animal Hospital Association is to enhance the abilities of veterinarians to provide quality medical care to companion animals, to successfully conduct their practices and maintain their facilities with high standards of excellence, and to meet the public’s needs as they relate to animals.

* Continuous learning
  + Demonstrates a desire and drive to acquire necessary knowledge, skills and competencies to best serve the needs of the association
  + Demonstrates the ability to reflect on and learn from experiences
* Organizational Knowledge
  + Understands the mission and strategic objectives of AAHA, the veterinary industry, and economic issues affecting the profession
* Mentoring Others
  + Develops the ability of others to perform and contribute to AAHA by providing ongoing feedback, coaching and opportunities to learn through formal and informal methods
* Demonstrates exemplary written and oral communication skills
  + Active listening
  + Clarity and Concision
  + Non-verbal (body language)
  + Open minded
  + Respectful

***Vision and Direction*** (results in the ability to be future thinking, committed, and creative in developing and implementing a vision for the association)

* Stewardship
  + Efficiently utilizes the resources of the association to make informed decisions
  + Communicates decisions in an effective manner
  + Knowledge sufficient to fulfill fiduciary obligations
* Commitment
  + Serves the needs of the Board and the profession
  + Ensures that actions meet the needs of the membership and aligns activities to meet these needs
* Innovation
  + Addresses the future needs of the profession and members through creative problem solving, informed risk-taking, and fostering new ideas
* Strategic Thinking
  + Formulates objectives and priorities and implements plans that support the long-term interest of the association
  + Takes advantage of opportunities and manages risks

***Collaboration*** (the five competencies within this domain support the building and strengthening of trusting relationships with members, staff, and industry in order to allow AAHA to successfully achieve organizational goals and priorities)

* Integrity
  + Earns trust by behaving in an honest, fair, and ethical manner
  + Shows consistency in words and actions
  + Models high standards of ethics
* Relationship Building
  + Works collaboratively with others to develop positive working relationships to achieve the shared goals of the association
* Impact and Influence
  + Gains support and buy-in and motivates others to act in the best interest of the Association
* Team Leadership
  + Effectively manages and guides group efforts and provides an appropriate level of feedback concerning group process
* Coalition Building
  + Builds strategic relationships internally and with key external stakeholders to achieve common goals

***Delivering Results*** (promotes action and results in an ever-changing environment. These competencies reflect the ability to solve challenging problems and make rational and deliberate decisions)

* Accountability
  + Accepts full responsibility in meeting expectations
* Problem Solving
  + Identifies and analyzes problems and evaluates alternate solutions and makes recommendations in the best interest of the association
* Decision Making
  + Evaluates available information and resources to develop effective and viable solutions that meet the goals of the Board and association, often with limited information and under tight deadlines

Source: “Volunteer Competency Framework” website