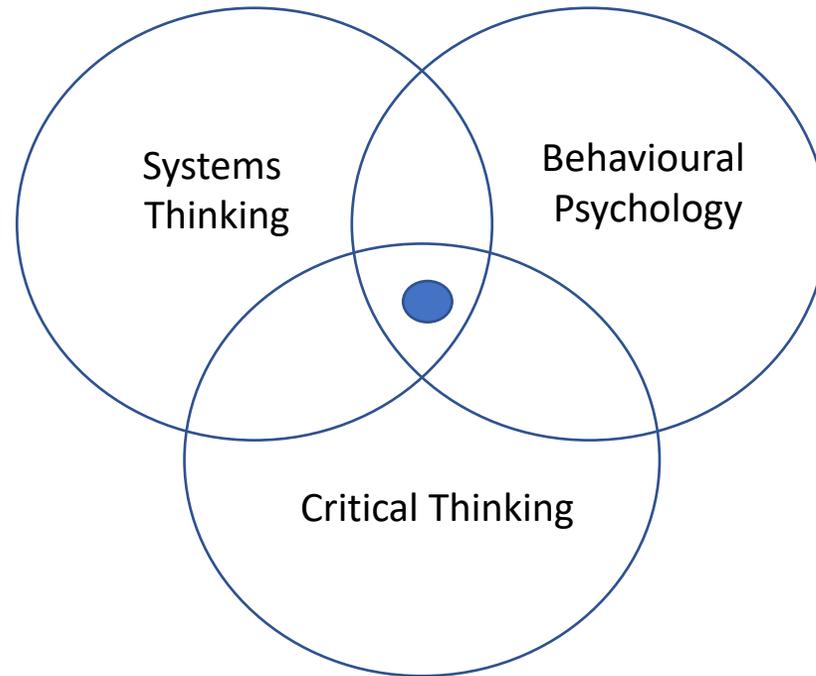# Service leadership competency model



Understanding inter-dependencies and seeing the bigger picture

Understanding people, behaviours, motivations & beliefs

Systems Thinking

Behavioural Psychology

Critical Thinking

Learning to think critically, especially when interpreting and making decisions using data