



How to Use Success Factors to Develop Your Skills

Career Planning for Employees

What are Success Factors and why are they important?

Success Factors are the core behaviors that are expected of you as an employee at the university. They are a common point of reference to help direct us in how we should achieve our mission.

The behaviors that are expected of you for each Success Factor depends on an employee's job group, or sub-function. There are five sub-functions: There are five sub-functions: [Union-Eligible](#), [Support Task Expert](#), [Subject Matter Professional](#), [Management](#) and [Leadership](#).

How can you use Success Factors to develop in your career?

Because the expectations for each Success Factor change depending on your sub-function, they can help guide you when exploring your next career step at the university. They can help you to determine where your skills currently lie and understand what you may need to develop.

For example

If you are currently in a Support Task Expert role, you can look at the Success Factors and make sure you meet that level of performance. If you want to grow and advance in your career, you can look at the Success Factors for Subject Matter Professionals to see which skills you can develop to prepare for the next level.

How can you best use the Success Factors to enhance your development?

Consider the following scenarios:

1. Elizabeth is currently a Human Resources Specialist, which is in the sub-function of Subject Matter Professional, and wants to advance her career to the next level. To do so, Elizabeth thinks her collaboration skills need improvement. First, she studies her past performance appraisals and make sure she meets the expectations for Subject Matter Professionals. Once she decides that she is successful in her current role, she should look to see what collaboration skills are necessary for the next level of Management and work to develop those. In this instance, it would be necessary for Elizabeth to offer support to others, be able to collaborate with all team members, and work to achieve team goals if she wants to advance to a manager-level position. She takes a [suggested myLearn course](#) to help get her started.

2. Mike is currently in a Support Task Expert role as a Business Support Analyst. He wants to improve his communication skills so he can perform well in his current position. First, Mike looks to see if he meets the expectations for a Support Task Expert. After studying his performance appraisals, Mike believes he delivers clear messages through appropriate methods and is able to deliver messages effectively. However, he has received negative feedback on his listening skills and wants to improve them. In order to do so, Mike must practice demonstrating attention to others during discussions and make sure he asks questions in order to fully understand what is being said. To learn strategies around improving his listening skills, he takes [a course suggested for Collaboration called the *Listening Essentials: The Basics of Listening* in myLearn.](#)

References and Links

- Union-Eligible sub-function (<http://www.umsystem.edu/ums/hr/myperformance-success-factor-definitions#union-eligible>)
- Support Task Expert sub-function (<http://www.umsystem.edu/ums/hr/myperformance-success-factor-definitions#supporttaskexpert>)
- Subject Matter Professional sub-function (<http://www.umsystem.edu/ums/hr/myperformance-success-factor-definitions#subjectmatterprofessional>)
- Management sub-function (<http://www.umsystem.edu/ums/hr/myperformance-success-factor-definitions#management>)
- Leadership sub-function (<http://www.umsystem.edu/ums/hr/myperformance-success-factor-definitions#leadership>)
- Collaboration courses on myLearn (http://www.umsystem.edu/ums/hr/myPerformance-Success_Factor_Courses)
- Learning suggestions on myLearn (http://www.umsystem.edu/ums/hr/myPerformance-Success_Factor_Courses)

- Leadership sub-function (<http://www.umsystem.edu/ums/hr/myperformance-success-factor-definitions#leadership>)
- Collaboration courses on myLearn (http://www.umsystem.edu/ums/hr/myPerformance-Success_Factor_Courses)