

Competencies That Support Effective Performance



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What are Competencies?



- Observable
- Measurable patterns of skills
- Knowledge
- Abilities
- Behaviors
- Other Characteristics

Competency 1: Communicating



- Good oral and written communication skills
- Ability to establish good working relationships
- Communicate effectively with employees
- Supervisors establish an environment that promotes an open door atmosphere, the sharing of ideas, and employee involvement in decision making processes

Competency 2: Setting Goals



- Setting long and short term goals
 - When done properly,
 - ✦ Employees strive to accomplish those goals
 - ✦ Feel confident in achieving them
 - ✦ SMART

Competency 3: Measuring Employee Performance



- **Credible measures of performance**
 - Employees understand and accept
 - Critical for achieving high level performance
- **Measuring employee accomplishments**
 - Qualitative measures
 - Quantitative measures

Competency 4: Giving Feedback



- Inform
- Enlighten
- Suggest improvements to employees regarding their performance
- Supervisors should describe specific work related behavior or results they observed as close to the event as possible

Competency 5: Coaching and Development



- Supervisors evaluate and address the developmental needs of their employees
- Supervisors help employees select diverse experiences to gain necessary skills
- Supervisors and employees create development plans that might include:
 - Training
 - New Assignments
 - Job Enrichment
 - Self-study
 - Work details

Competency 6: Recognizing



- Acknowledge a job well done
- Supervisors should be skilled at using formal awards programs as well as using informal recognition techniques:
 - Personal Thank Yous
 - Voicing verbal appreciation in staff meetings