

## Competency Assessment for **Communicate**

*The **Communicate Pathway** helps learners expand their understanding of the importance of effective communication in a workplace setting. Learners on this path will develop skills and strategies that will make it easier for them to listen, learn and share their knowledge and insights with others.*

In order for Support Staff to be recognized as competent in this pathway, their supervisor must sign off on their ability to demonstrate the skills associated with this competency. Our hope is that this will also include some conversation and feedback between staff members and their supervisor.

Supervisors can use this assessment of competency regardless of any training that has been undertaken. Staff members do not need to attend face-to-face sessions on the competencies unless they would like to enhance their learning in these areas and improve their skill. Completion of the assessment is voluntary.

### Performance Standards Levels:

6. The individual can perform this skill satisfactorily and can lead others in performing it
5. The individual can perform this skill satisfactorily with initiative and adaptability to special problem situations
4. The individual can perform this skill satisfactorily with more than acceptable speed and quality
3. The individual can perform this skill satisfactorily without assistance and/or supervision
2. The individual can perform this skill satisfactorily but requires periodic assistance and/or supervision
1. The individual can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill



Communicate Competency Assessment for: \_\_\_\_\_

(Staff Member's Name)

*Supervisors: please assess your employee's demonstration of the following skills according to the standard provided (page 1):*

**Competency Element: Gather, interpret and provide information**

<b>Skills required:</b>	<b>Looks like:</b>	<b>Minimum Standard:</b>	<b>Does the staff member meet the standard?</b>	
Practice communication etiquette	Using positive communication skills to engage in respectful dialogue	Level 5	Yes	No
Adapt style of communication for the situation	Selecting suitable communication techniques based on circumstances	Level 5	Yes	No
Use communication technologies and tools	Making appropriate choices about the methods and modes of communication to use depending on context	Level 4	Yes	No
Share information with a collaborative approach	Using a positive inquiry approach with others to explore their needs and to openly share knowledge	Level 5	Yes	No
Research and report information	Using creative and critical thinking skills to explore, make connections, discover and share knowledge with others	Level 4	Yes	No
Accept and provide constructive feedback	Using effective listening and observational skills to reflect information back to peers in a constructive manner and being open to receiving the same	Level 5	Yes	No
Demonstrate accountability	Taking responsibility to step up to collect and share sources, connections and assets with others	Level 5	Yes	No
Exercise judgment	Making wise and ethical choices in carrying out the conversations required to accomplish work responsibilities and duties	Level 5	Yes	No
Use diplomacy and tact when interacting with others	Demonstrating awareness, discretion and thoughtful communication practices	Level 5	Yes	No
Demonstrate a sensitivity to diversity	Acknowledging others' perspectives as valuable and contributing to the conversation	Level 5	Yes	No
Maintain confidentiality	Keeping confidential information secure	Level 5	Yes	No

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(Staff Member's Name)

*Supervisors: please assess your employee's demonstration of the following skills according to the standard provided (page 1):*

**Competency Element: Live by your Ethics**

Skills required	Looks like:	Minimum Standard:	Does the staff member meet the standard?
Model Professionalism	Using appropriate language given the context and is open/approachable for reciprocal dialogue	Level 5	Yes No
Demonstrate Self-Management	Taking steps to interrupt negative automatic responses to stress or pressure	Level 5	Yes No
Pursue professional development	Taking steps to enhance understanding of how ethics apply to carrying out the duties in one's career	Level 5	Yes No
Demonstrate accountability	Owning up to the aspects of work conducted and take responsibility for decisions that may have been wrong	Level 5	Yes No
Pursue personal development	Actively seeking out opportunities to learn and grow in skill and ability to demonstrate ethical decision making in personal and work life	Level 5	Yes No
Develop plans and organize resources	Using a thoughtful process to create plans, identify strategies in order to carry out ethical work	Level 5	Yes No
Demonstrate integrity	Acting congruently with ones values and ethical stance	Level 5	Yes No
Demonstrate dependability	Following through on the agreements made with others (Doing what you say you will do)	Level 5	Yes No
Exercise judgment	Making wise and principled decisions in the conduct of work	Level 5	Yes No
Use diplomacy and tact when interacting with others	Entering into conversations on a person to person level, building positive dialogues that give esteem to others' perspectives	Level 5	Yes No
Identify and solve problems	Using an inquiry approach to explore circumstances in order to promptly identify barriers, and common ground among the individual's own and another's interests	Level 5	Yes No
Protect the reputation of the department and University	Acting as an ambassador of the ethical rigour of the University's educational and business accountability standards	Level 5	Yes No
Demonstrate a sensitivity to diversity	Acknowledging others' perspectives as valuable and contributing to the community	Level 5	Yes No
Maintain confidentiality	Keeping confidential information secure	Level 5	Yes No

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(Staff Member's Name)

**Competency Element: Overcome communication challenges**

Skills required:	Looks like:	Minimum Standard:	Does the staff member meet the standard?
Accept and provide constructive feedback	Using effective listening skills to be open to hearing another's interests, and reflecting their own interests for the purpose of mutual learning	Level 5	Yes No
Resolve conflict	Actively and constructively engaging in difficult conversations to find collaborative solutions	Level 3	Yes No
Pursue professional development	Making time to build confidence and skill in the area of communicating through conflict	Level 4	Yes No
Demonstrate accountability	Pursuing coaching and feedback to develop this skill	Level 3	Yes No
Exercise judgment	Using self-awareness to make wise choices when communication challenges arise	Level 3	Yes No
Use diplomacy and tact when interacting with others	Using appropriate communication techniques to acknowledge others' perspectives	Level 3	Yes No
Demonstrate a sensitivity to diversity	Demonstrating awareness, discretion and thoughtful communication practices	Level 3	Yes No

**I attest that I have met with the employee and that this assessment is accurate.**

\_\_\_\_\_  
(Supervisor's Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Supervisor's Name)

Recommendation:

In order to further enhance my competency in Communicating, I plan to leverage the following education, exposure, or experience:

How would you like to be recognized by your supervisor for your competency?

- Introduce a guest speaker at an event
- Chair or lead a section of a team meeting
- Photo and write up on the unit website page or Blog
- Other: something related to this competency to celebrate your learning?