

Competency Assessment for *Organizational Citizenship*

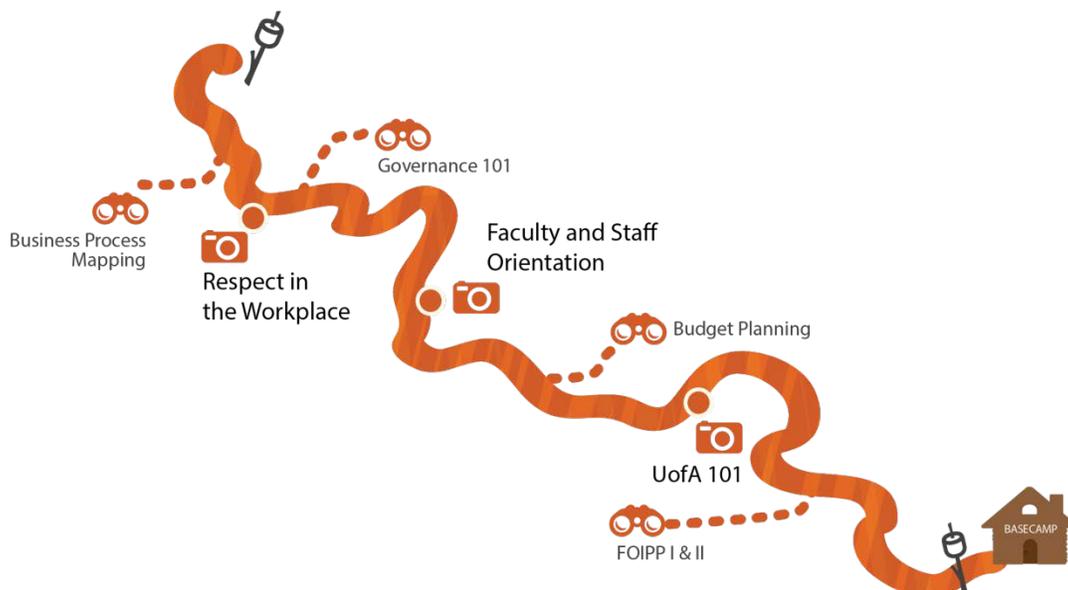
*The **Organizational Citizenship Pathway** is about understanding the culture and structure of the organization, understanding the vision, mission and values and how their work contributes to the goals of the University, and how to behave in a respectful and professional manner at work.*

Our hope is that Support Staff and their supervisor will use these assessment guides to have a conversation about how well the employee demonstrates the skills associated with this competency. This is a great mechanism for feedback and a good tool to guide personal and professional development planning.

Supervisors can use this assessment of competency regardless of any training that has been undertaken, and may choose to recognize the staff members achievement of full competency in this area. 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.

Performance Standards Options:

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



Organizational Citizenship Competency Assessment for: _____
 (Staff Member's Name)

Employee's demonstration of the following skills is measured according to the standard provided (page 1):

Competency Element: Identify and apply applicable legislation and policy

Skills required	Looks Like:	Minimum Standard:	Does the staff member meet the standard?
Comply with legislation, collective agreements, policy and procedures, etc.	Being familiar with and working within the legal boundaries of the position	Level 3	Yes No
Navigate Governance	Sending and giving information to appropriate people within the organizational structure	Level 3	Yes No
Demonstrate accountability	Taking responsibility for working within the standards, informal and formal rules of the organization	Level 3	Yes No
Protect the reputation of the department and University	Keeping confidential information secure. Acting as an ambassador representing the campus as a community	Level 3	Yes No

Competency Element: Apply knowledge of the University culture to complete tasks

Skills required	Looks Like:	Minimum Standard:	Does the staff member meet the standard?
Participate in University orientation processes	Taking proactive steps to familiarize yourself with campuses, facilities, services and departments.	Level 3	Yes No
Investigate and access resources	Using creative and critical thinking skills to explore, make connections, discover and share knowledge with others	Level 3	Yes No
Use formal and informal work structures to complete required tasks	Taking a proactive approach to form an understanding of the work occurring beyond your own position and sourcing connections across the community to complete tasks	Level 3	Yes No
Establish working relationships	Taking steps to actively associate with people both in your work unit and across the organization	Level 5	Yes No
Familiarize yourself with unwritten rules	Using a positive inquiry approach with others to explore the norms and customs of groups	Level 5	Yes No
Integrate into the University culture	Demonstrating communication skills to explore, make connections, discover and share knowledge with others	Level 5	Yes No
Demonstrate Self-Management	Remaining calm or being quickly resilient under pressure and maintaining a positive outlook	Level 5	Yes No
Exercise judgment	Making wise and ethical decisions in the conduct of your work	Level 5	Yes No
Demonstrate sensitivity to diversity	Acknowledging others perspectives as valuable and contributing to the community	Level 5	Yes No

Organizational Citizenship Competency Assessment for: _____
 (Staff Member's Name)

Employee's demonstration of the following skills is measured according to the standard provided (page 1):

Competency Element: Support our respectful workplace

Skills required	Looks Like:	Minimum Standard:	Does the staff member meet the standard?
Pursue professional development	Actively seeking out opportunities to learn and grow skills and abilities to demonstrate respect in work situations	Level 5	Yes No
Demonstrate Self-Management	Remaining calm or being quickly resilient under pressure and maintain a positive view of others	Level 5	Yes No
Pursue personal development	Actively seeking out opportunities for purpose of life-long learning	Level 5	Yes No
Demonstrate accountability	Owning up to the aspects of work conducted and taking responsibility for things that may have gone wrong – even if they were not your own doing	Level 5	Yes No
Develop plans and organize resources	Using a thoughtful process to create plans, identify strategies in order to achieve and implement positive relationships	Level 5	Yes No
Demonstrate integrity	Acting congruently with ones values and ethical stance	Level 5	Yes No
Demonstrate dependability	Being reliable in your approach with people during all interactions	Level 5	Yes No
Exercise judgment	Making wise choices that maintain relationships and honour agreements	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, then working together to develop creative options for resolution.	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

Organizational Citizenship Competency Assessment for: _____
 (Staff Member's Name)

Employee's demonstration of the following skills is measured according to the standard provided (page 1):

Competency Element: Connect your work with the University's vision

Skills Required	Looks Like:	Minimum Standard:	Does the staff member meet the standard?
Follow work unit guidelines and standards	Conducting quality work that is in line with the work unit standards and legal/policy frameworks	Level 4	Yes No
Use the University's business plan to align work	Applying knowledge of the University's strategic and work unit plans to create goals and carry out work tasks in pursuit of the advancement of the academy	Level 3	Yes No
Develop plans and organize resources	Using a logic-based process to create plans, identify strategies in order to achieve and implement work tasks that support <i>the uplifting of the whole people</i> .	Level 4	Yes No
Pursue professional development	Actively learning to acknowledge others perspectives as valuable and contributing to the community	Level 5	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 Organizational Citizenship, I plan to leverage the following education, exposure, or experience:

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

- Time to volunteer for campus activities such as Week of Welcome or USchool
- Participate on a Corporate Challenge team
- Volunteer with OHE at a New Faculty and Staff Orientation
- Other: something related to this competency that you would like to do to celebrate your learning? _____