

## CBE Competency Definitions

A competency is a set of knowledge, skills, abilities, and behaviors needed to do a job effectively. Below is a list of competencies needed to be successful in the work environment. These competencies are the basis for the CBE portfolio.

Competency	Definition
<b>Business Fundamentals</b>	Ability to demonstrate knowledge and skills necessary for effectively working in the organization. This includes knowledge and skills necessary for work responsibilities; being knowledgeable about organizational culture and how to get things done through formal and informal channels in the organization; knowledge of and reasons for policies and procedures.
<b>Collaboration &amp; Teamwork</b>	Ability to effectively work with others to achieve a common goal. This includes demonstrating interest and skill in getting groups to work together; listening and being aware of the ideas, contributions and concerns of others; identifying ways to acknowledge, support, provide assistance and build on the contributions of others; constructively expressing disagreement and working to resolve disagreements; working towards solutions all members can support; creating and maintaining relationships with people similar and different from yourself.
<b>Adaptability &amp; Flexibility</b>	Ability to be open to new and different ways of doing things in the work environment. This includes openness to the perspective of others; willingness to change a strongly held position; openness to new organizational processes, procedures, and structures; a willingness to switch to a new approach when initial strategy and approach is not working.
<b>Marketing &amp; Customer Focus</b>	Ability to communicate effectively about the organization and to adjust approach and activities to support the internal or external customer. This includes highlighting and communicating the relevant aspects of the project, department, or organization with others; acting with customers and customer service standards in mind; maintaining effective relationships with customers; soliciting and analyzing feedback from customers for improvement.
<b>Planning &amp; Organizing</b>	Ability to complete projects and work responsibilities with a logical and intentional approach. This includes identifying length and difficulty of projects and tasks; creating objectives, goals, and plan for the work as appropriate; identifying and prioritizing the critical aspects of the work; anticipating and adjusting for possible problems and setbacks.

<b>Problem Solving &amp; Complex Thinking</b>	Ability to resolve problems by examining situations, applying critical thinking, and drawing on individual and collective skills, knowledge, experience, and data. This includes using a logical, analytic, data-based approach to defining problems and identifying root causes and solutions; identifying options for solutions, evaluating options for benefits, risks and constraints, and selecting the most effective option; soliciting input and feedback from relevant data and stakeholders during the problem-solving process; communicating and gaining buy-in for the solution.
<b>Working with Tools &amp; Technology</b>	Ability to use tools, resources, and technologies to meet and exceed expectations of work responsibilities. This includes effective use of tools and technologies needed for current work responsibilities; willingness to learn new tools and technologies; sharing knowledge and expertise on existing and new tools and technologies with others.
<b>Innovation &amp; Creativity</b>	Ability to create and support new and improved approaches to all aspects of work and the work environment (methods, procedures, products, etc.). This includes looking for opportunities to improve the existing work or work environment; creating better, faster, less expensive approaches to a new or existing aspect of work or the work environment; supporting or contributing to the innovative ideas of others; the ability to make connections among previously unrelated ideas; willingness to contribute original ideas to the workplace.
<b>Teaching &amp; Learning</b>	Ability and interest in helping self and others develop in formal and informal teaching situations. This includes presenting engaging learner-focused training sessions; providing on-the-job training and other informal development with others; providing developmental behavioral feedback to others; coaching others to develop their knowledge and skills; regularly recognizing developmental effort and progress in self and others; seeking opportunities to learn through formal and informal methods and reflection.
<b>Communications</b>	Ability to express oneself clearly and professionally both verbally and in writing as appropriate for the organizational setting. This includes clear and concise communication that takes place regularly and consistently with others who need it (including keeping manager updated about progress, problems, and potential solutions); using the most effective communication methods for the situation (from a variety of written, verbal, presentation options); actively participating in group and individual discussions; effectively explaining ideas to others; delivering communications in a way that makes an impact and persuades others.

## References

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