

PERFORMANCE COMPETENCIES

To help enhance overall employee and organizational performance, the Office of Human Resources has developed Training Course Charts that link employee, supervisor, and MLS competencies by course titles to enable you to select courses that will enhance your on-the-job skills, knowledge and experience. These charts can provide you with a more focused approach to learning and applying new skills to achieve improved performance at work.



EMPLOYEE COMPETENCIES

- **Appreciating Diversity:** Complying with applicable laws and regulations, and being sensitive to the unique qualities of each person regardless of differences in race, sex, religion, national origin, etc.
- **Works Ethically:** Behaving in a manner consistent with prescribed workplace rules and procedures.
- **Change Management:** Ability to be flexible and to work effectively in a variety of situations that are changing. It also refers to the willingness and ability to handle multiple projects and to frequently switch focus to other issues.
- **Communication:** Ability to effectively convey correct information to others in a timely and accurate matter so that it is useful to the receiver. This includes reading, writing, listening and speaking skills, as well as use of automated communication resources.
- **Customer Focus:** Focusing one's efforts on the needs of the customer (both internal and external) and teaming with the customer to provide the most appropriate value-added services. Individuals who demonstrate this competency employ a proactive/intuitive approach to not only respond to the customer's needs, but also to enhance the quality of the service or product.
- **Expertise and Knowledge:** An employee's motivation and capability to expand and use professional knowledge to enhance performance.
- **Independence:** Employees practice self-management of time and resources and work priorities, with the minimum amount of supervision appropriate to the assignment and position.
- **Interpersonal Skills:** The effect an employee has on others, which includes an employee's demonstrated ability to establish and maintain positive and productive work relationships.
- **Personal Accountability:** Taking responsibility and ownership to ensure that work accomplished is timely, accurately and responsively.

- **Problem Solving and Decision Making:** The ability to identify real or potential problems and devise and implement reasonable solutions. It is the capability of assessing a situation or problem and determining the appropriate course of action.
- **Productivity:** Doing things, which result in observable or measurable improvements in the quality of a service or process. This is demonstrated by seeking ways to continually improve processes, increase efficiency, or improve the quality of outcomes.
- **Organizational Awareness and Commitment:** Recognizing and utilizing the formal and informal structures (for example, key actors, decision-makers and influencers) within the County and/or other organizations.
- **Originality:** Reassessing fundamental assumptions to create and implement innovative solutions to problems or major issues.
- **Risk Taking:** Pursuing actions to create new opportunities, avoid crises, or develop creative or new ways of doing business, which may involve an unknown outcome.
- **Teamwork:** Maintaining cooperative working relationships with managers, peers and employees.



MATRIX OF EMPLOYEE TRAINING COURSES AND COMPETENCIES

OHR has developed the below Training Course Competencies Matrix that links employee competencies to the courses MCG is offering this year. These charts will enable you to select courses that will enhance your on-the-job skills, knowledge, and experience, as well as meet performance expectations linked to competencies.

Training Courses	Employee Competencies													
	Appreciating Diversity	Works Ethically	Change Management	Communication	Customer Focus	Expertise and Knowledge	Independence	Interpersonal Skills	Personal Accountability	Problem Solving and Decision Making	Organizational Awareness and Commitment	Originality	Risk Taking	Team Work
Americans with Disabilities Act (ADA): Employment Law	x					x					x			
Americans with Disabilities Act (ADA) Title II: Local Government 2016	x					x					x			
Balance Work and Personal Life			x				x		x		x	x	x	
Balancing Your Time in a Fast Paced Environment			x		x		x		x		x	x	x	
Build a Respectful Workplace	x	x		x	x			x						x
Business English Grammar				x	x									
Business Grammar				x	x									
Calming the Angry Customer				x	x				x	x	x	x		x
Career Assessment						x			x		x			
The Challenging Customer	x			x	x			x	x	x				
Communicate Services Across Cultures	x			x	x			x						
Contract Compliance Programs		x				x					x		x	
Contract Drafting and Risk Management		x				x				x	x		x	
Contract Negotiation		x		x		x				x	x		x	
Conversations on Race and Culture in the Workplace	x			x				x						x
Coping with Compassion Stress	x			x				x	x					x
Creative Problem-Solving										x		x		
Cutting Through Clutter			x			x	x		x	x		x		
Deliver Unbeatable Customer Service				x	x			x	x	x				x
Delivering Customer Service Excellence			x	x	x					x	x			x
Developing Excellent Customer Service Skills			x	x	x					x	x			x
Drug Free Workplace—Non-DOT Supervisors		x				x				x	x		x	
Effective Business Writing				x		x						x		
Effective Communication	x			x				x		x	x			
Effective Writing				x		x				x		x		
Emergency Preparedness			x	x	x	x			x	x	x		x	x
Emotional Intelligence				x	x			x	x		x	x		x

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FMLA and Me						x								
Getting Organized			x			x	x		x	x		x		
Giving and Receiving Feedback										x	x		x	
Grant Funded Contracting		x			x	x								
Health Insurance Portability and Accountability Act (HIPAA)		x	x		x	x				x	x		x	
How to Deal with a Difficult Person	x			x	x			x	x	x				x
Interpersonal Communications	x		x	x	x			x	x	x		x	x	x
Interpersonal Skills in Business	x		x	x	x			x	x	x		x	x	x
Interviewing and Selecting Employees	x			x		x				x	x			x
Limited English Proficiency (LEP)	x			x						x	x			
Managing Personal Finances						x	x		x				x	
Managing Your Career			x	x		x	x		x		x		x	
Managing Your Emotions in the Workplace	x		x	x	x			x	x	x			x	x
MCtime for Employees		x				x			x	x				
Options for Financing College							x		x	x			x	
Overview of Contract Administration		x		x	x	x				x	x		x	
Payment Processing		x		x	x	x				x	x		x	
Phishing and Spamming						x			x	x	x			
Positive Communication: Managing Conflict	x		x	x	x			x	x	x			x	
Preventing Workplace Harassment	x			x				x	x	x	x			
Project Management		x				x				x				x
Providing Services to Residents	x					x			x		x			
Resolving Conflict in the Workplace	x			x	x			x	x	x			x	x
Respecting Race and Culture in the Workplace	x	x		x	x	x		x	x		x			x
Security Awareness (ISATP)		x				x			x	x	x		x	
Social Media Do's and Don'ts		x		x	x		x		x		x		x	
10 Strategies for Improving Your Finances		x				x	x		x				x	
Time Management Self: Management			x		x		x		x				x	
Time Management Tools: To Do List, Calendars, Smart Phones							x		x	x		x	x	
Today's Diverse Workplace	x			x	x			x						x
Transition: Staff to Supervisor	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Understand Financial Aid						x	x		x		x	x	x	
Using Email the Right Way	x	x		x					x		x	x	x	
Using Reason to Resolve Conflict	x	x	x	x	x			x	x	x	x		x	x
Writing for Business				x	x	x					x			