

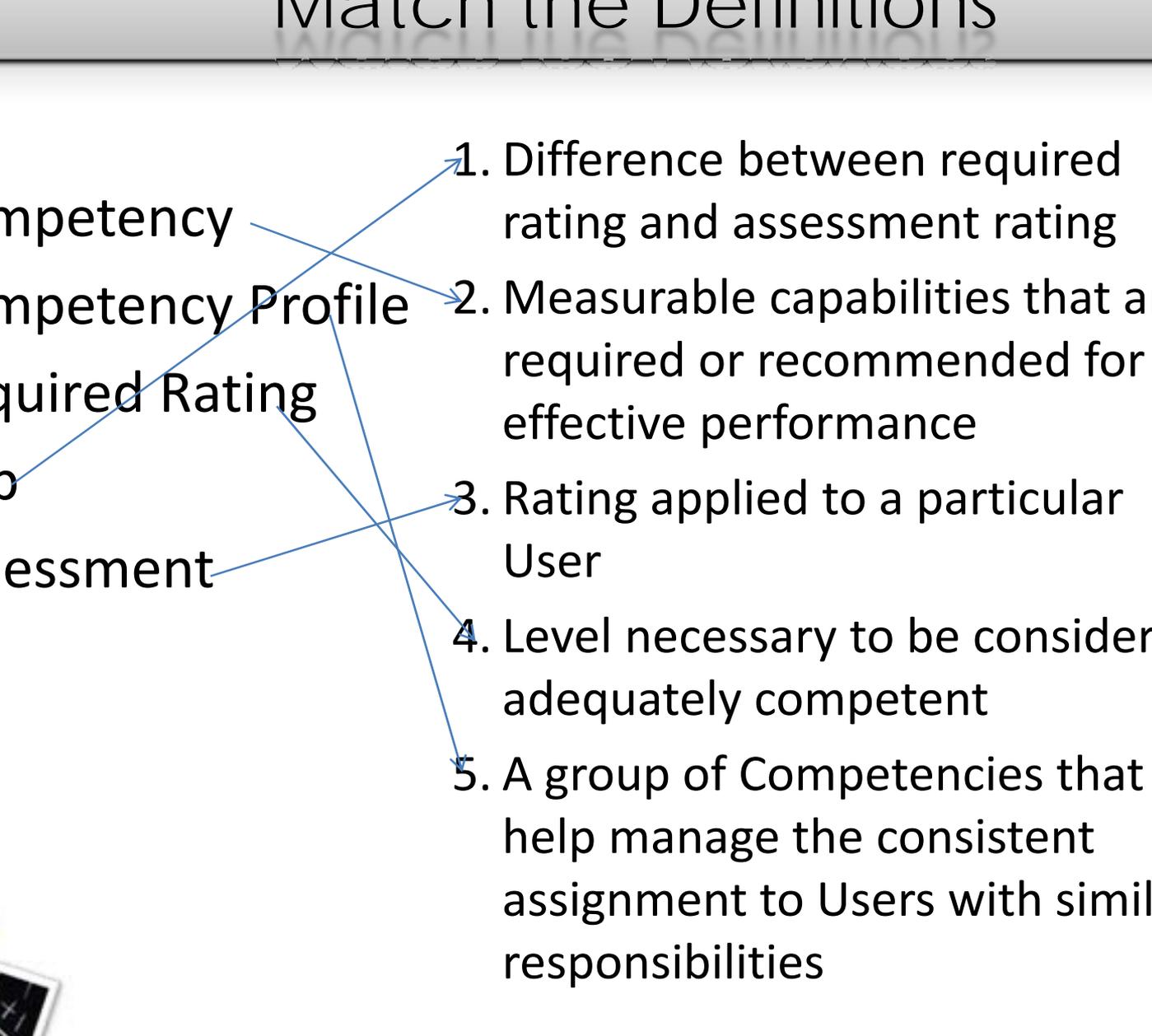


Competency Management Update

This is the subtitle



Match the Definitions

- A. Competency
- B. Competency Profile
- C. Required Rating
- D. Gap
- E. Assessment
1. Difference between required rating and assessment rating
 2. Measurable capabilities that are required or recommended for effective performance
 3. Rating applied to a particular User
 4. Level necessary to be considered adequately competent
 5. A group of Competencies that help manage the consistent assignment to Users with similar responsibilities
- 





Model Components

- **General Competencies**
 - Applied across occupations and organizations
 - Based on OPM, augmented with agency specific information
 - Examples: Oral communication, flexibility
- **Technical Competencies**
 - Varies across occupations and across organizations
 - Defined by specialized requirements of position
 - Developed by experts, validated by others





Competency Terms

- Definition
 - Describes the competency in broad terms
 - Plateau term is Explanation
- Benchmark
 - Standard by which the work is measured
 - Separate benchmark for each career level
- Indicators – how competency is demonstrated
 - Selection – work required for selection to level
 - Developmental – work performed at the level



Sample Competency Model Hierarchy

- Job Family
- Job Series
- Job Function and Duties
- Core Competency Definition
- Developmental Indicators (Rating Criteria)
 - Basic
 - Fundamental
 - Intermediate
 - Advanced
 - Expert





AgLearn Competency Process

Identify Competencies, Profiles

Build Competencies, Profiles in AgLearn

Associate Competencies with Items,
Tasks, Objectives (optional)

Assign Competency Profiles to Users

Record Assessment Ratings



Competency Record- Summary Data

Competency ID: 2210-35-ConflictManagement

Description: Conflict Management

Users	Rating Criteria				
Summary	Subject Areas	Items	Cpty Profiles	Objectives	Tasks

Edit the Competency

* = Required Fields

Description:

Conflict Management

* Competency Category:

OPM-2210-General (OPM 2210 IT General Competencies) ▼

* Competency Type:

OPM-2210-Core (OPM-2210-Core) ▼

* Rating Scale:

Proficiency (OPM Proficiency Rating Scale) ▼

Competency Source:

OPM (Office of Personnel Management) ▼

* Domain:



USDA

Explanation:

Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.





Proficiency Rating Criteria

Competency ID: 2210-35-ConflictManagement

Description: Conflict Management

Users	Rating Criteria				
Summary	Subject Areas	Items	Cpty Profiles	Objectives	Tasks

Edit the Rating Criteria for the Competency

* = Required Fields

Rating	Rating Label	* Criteria	Suggested Review Comments
1	Basic	Handles minor conflicts, complaints, confrontations, or disagreements in situations	
2	Foundational	Resolves an employee's complaint regarding developmental opportunities	
3	Intermediate	Resolves conflicting priorities for resources within the office. Resolves conflicts and	
4	Advanced	Defuses conflict with individuals who become hostile during an audit	
5	Expert	Anticipates, prevents, and resolves conflicts, grievances, confrontations,	





Competency Items

- What Items should be mapped to this competency, if any?
- What rating level given upon completion?

Item Type: Web Based
Item ID: COMM0006_SKILLSOFT
Revision Date: 3/11/2004 09:07 PM EST
Revision Number:

Pricing	Chargeback	Catalogs	Subject Areas	Standard Options	
Online Settings	Notifications	Materials	Objectives	Grading Options	Cost Calculation
Curricula	Competencies	Custom Fields	Requests	Rqst Reasons	Substitutes
Summary	Design Data	Delivery Data	Prerequisites	Documents	Tasks

[Edit the Item](#)

[Apply Changes](#) [Revise...](#) [Reset](#) [Copy Item...](#) [Schedule](#) [Delete](#)



* = Required Fields

Title:

Communication Skills for Resolving Conflict



Associating Items and Rating Levels

Find the course (**Item**) that meets the criteria for a required proficiency level. From the Item's **Competency** tab, search for the competency you wish to add to this Item.

Competencies | Help |

> Search Results

Search Results

Add Competencies To Item

Add

Select All / Deselect All		
Competency ID	Title	Add
2210-35-ConflictManagement	Conflict Management	<input checked="" type="checkbox"/>

Update the Competencies for the Item

Apply Changes Reset

Select All / Deselect All

Competency ID	Title	Type	Rating	Remove
2210-35-ConflictManagement	Conflict Management	OPM-2210-Core	1 (Basic) 1 (Basic) 2 (Foundational) 3 (Intermediate) 4 (Advanced) 5 (Expert)	<input type="checkbox"/>

Select All / Deselect All

Apply Changes Reset

Select the rating criteria level that will automatically be assessed upon completion of the Item.





SkillSoft Course Map

OPM ECQ Leadership Map- November, 2007

Executive Core Qualification

Course

Course

most directly linked courses for each ECQ are highlighted in gray

courses in red are new courses that are now available and have been added to the map

Team Member	Team Leader	Project Mgr.	1st-Line Mgr.	Mgr. Of Mgrs	Executive
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ECQ #2-LEADING PEOPLE

Conflict Management

Problem-solving and Decision-making for Business

Foundations of Effective Thinking

[PD0231](#)

○	●	●	●●	●●	●
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Framing the Problem

[PD0232](#)

○	●	●	●●	●●	●
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Generating Alternatives in Problem Solving

[PD0233](#)

○	●	●	●●	●●	●
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Creative Problem Solving and Effective Thinking (Simulation)

[PD0230](#)

○	●	●	●●	●●	●
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Rational Problem Solving and Decision-making Simulation

[PD023S](#)

○	●	●	●●	●●	●
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Moving into a Management Role

Lead and Communicate Effectively as a New Manager

[MGMT0003](#)

●●	●●	●	○	○	○
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Managing Problem Performance

Preventing Problem Performance

[MGMT0161](#)

●●	●●	●	○	○	○
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How to Overcome Negativity in the Workplace

Overcoming Organizational Negativity

[MGMT0313](#)

-	●	●	●	●	○
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The Fundamentals of Business Crises Management

Preparing for Business Crises

[MGMT0171](#)

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Responding to Business Crises

[MGMT0172](#)

○	●	●	●	●	○
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Recovering from Business Crises

[MGMT0173](#)

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Business Crisis Management Simulation

[MGMT0170](#)

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Map Links to Description, Objectives

Conflict Management

Problem-solving and Decision-making for Business

Foundations of Effective Thinking [PD0231](#)

Framing the Problem [PD0232](#)

Generating Alternatives in Problem Solving [PD0233](#)

Creative Problem Solving and Effective Thinking (Simulation) [PD0234](#)

Generating Alternatives in Problem Solving

- [Overview/Description](#)
- [Target Audience](#)
- [Expected Duration](#)
- [Lesson Objectives](#)

Overview/Description

When faced with any problem, it's tempting, especially in today's frenzied business atmosphere, to either take the easiest route or rely on the old tried-and-true methods. But how many times have you taken a certain action and realized afterward that you had more options than you realized? Now more than ever, today's business world is complex and multifaceted. As a positive result of that complexity, however, you can enjoy the benefits of increased opportunities in problem solving. This course is designed to equip you with numerous and productive alternative generation strategies that will enable you to draw from a pool of expanded options. By so doing, you'll better recognize and act on the best possible business choice. You'll explore ways to begin generating alternatives and get into the flow of enlarging your store of possible solutions. Using both rational and creative approaches to problem solving, you'll be sure that no good idea is left unnoticed. And even when you get stuck, when that rut becomes tiresomely deep, you'll be able to right your course by using the dynamic strategies provided here. Options and alternatives are valuable commodities to possess. Get ready to take them to the bank.

Review
description,
examine
Lesson
Objectives

- Will the competency be associated with:
 - Tasks
 - Objectives
 - Subject Areas
- Will the competency be part of a profile?
 - Will the profile be associated with a job position?





Next Steps

- Define your competency model
- Start small, build, test, build
- Select one area to pilot within AgLearn
- Notify Team AgLearn so that we can provide
 - Guidance
 - Job aids
 - Templates



Help Us Help You!

