

Core Competencies for Non-Faculty

Core competencies are major skills, attributes and behaviors that employees need to find success in their role. Competencies are a conversational tool to help supervisors discuss performance and appropriate conduct in the workplace. They also help employees set standards for their behavior in the workplace.

6 core work competencies that all OCCC employees will be evaluated on:

1. Communication
2. Interpersonal Skills
3. Customer Service
4. Job Knowledge
5. Accountability
6. Diversity, Equity & Inclusion

There are additional core work competencies for Administrator/Professional/Technical Paraprofessional roles:

1. Planning, Problem Analysis, & Decision Making
2. Professional Contributions & Accomplishments

There are additional core work competencies for Supervisors:

1. Supervision
2. Leadership
3. Budget
4. Planning & Organization

The Performance Appraisal Process & Core Competencies

Date & Step in Performance Appraisal Process	What Occurs in the Meeting
Initial Performance Meeting July 1 – August 15	<ul style="list-style-type: none">• Supervisor & employee meet• Discuss core competencies & evaluation scale• Supervisor should define what expectations look like around competencies• Allow employee to ask clarifying questions
Mid-Year Check-in Meeting Before Winter Break	<ul style="list-style-type: none">• Review the core competencies• Discuss progress in core competencies• Answer employee questions about expectations
Final Performance Meeting May 1 – June 1	<ul style="list-style-type: none">• After evaluating the core competencies, supervisor and employee meet• Discuss overall evaluation, discuss ways to support growth in competencies

Example Core Work Competency Discussion

Core Work Competency #2: Interpersonal Skills – interacts effectively with others to establish and maintain working relations.

1. Contributes to a positive work environment through interactions with others.

A supervisor and employee might...

- Discuss what a positive work environment looks like
- Discuss appropriate and positive conversations between coworkers
- Discuss boundaries
- Define what it would look like to be doing this well

2. Treats others with respect. Respect for other people's time and priorities. Polite, courteous.

A supervisor and employee might...

- Discuss what respect looks like in their workspace.
- Discuss what it looks like to respect time and priorities.
- Discuss what behavior is polite and courteous in the workplace.

3. Seen as dependable.

A supervisor and employee might...

- Discuss what behaviors define dependability in their role.

Evaluation of Core Competencies

In the initial performance meeting, a supervisor and employee should discuss how the core competencies will be evaluated so that employees have an understanding of their responsibility in their development and meeting expectations.

Exemplary: Consistently outstanding when compared to overall job requirements.

Commendable: Meets required standards and expectations and may occasionally exceed expectations.

Needs Improvement: Performance is inconsistent and falls short of what is expected.