

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

## 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.