

myIMPACT

Individually Measuring Performance and Achievement to Cultivate Talent

COMPETENCY EXAMPLES

Examples are provided to give managers and employees ideas of how to achieve a MEETS rating. The activities listed are not requirements, just helpful examples. Managers and employees will discover other ways to support competencies during the review period.

Most of the descriptors listed require an example. For instance, "Includes others in decision-making" needs to follow with an example like, "Includes others in decision making by sharing drafts of work and requesting input from other team members and stakeholders." Here is another one: "Utilizes proper cleaning supplies and equipment; as an example last week when redoing tile floors you used the appropriate material for that type of floor realizing that the wrong product could have damaged the surface."

Collegewide Competency

ALL EMPLOYEES

FSCJ Advocacy

- Maintains a commitment to and advocates for the Mission, Vision, Values and goals of the College.
 - Attends convocation
 - Volunteers and supports the graduation event
 - Attends and participates in a Data Summit
 - Attends and participates in a Town Hall event
 - Understands and upholds the Mission, Vision and Values of the College
 - Completes a volunteer project that links to the College
 - Supports the FSCJ's Giving Tuesday event by completing a volunteer opportunity

Department Specific Competencies

ADMINISTRATIVE EMPLOYEES

Collaboration

- Develops and maintains responsive, cooperative and mutually beneficial relationships to foster teamwork and collegiality.
 - Is a member of a cross functional project team, group, or committee
 - Shares information with others
 - Reaches out to others to gather information
 - Includes others in decision making

Leadership

- Leads with integrity, teamwork and commitment to a common goal. Inspires others to do their best and give due recognition for contributions.
 - Sets an example for other employees
 - Is proactive in resolving issues and problems
 - Provides recognition specific to individuals
 - Provides consistent team recognition for accomplishments
 - Motivates individuals based on their unique needs

PROFESSIONAL EMPLOYEES

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Professionalism

- Supports ethical practices and proactive improvement opportunities.
 - Follows College policies and procedures including APM's
 - Handles conflict and disagreements in a calm manner
 - Maintains confidentiality of sensitive and private information
 - Actively participates in self-development
 - Looks for ways to improve work assignments and tasks
 - Takes advantage of continuous improvement opportunities

CAREER EMPLOYEES

Job Knowledge

- Demonstrates comprehensive and up to date knowledge of the job and understands how the job relates to other operations within and outside the department. Has the functional and technical knowledge and skills to perform at a high level of accomplishment.
 - Is able to help others in the job, train new employees if needed
 - Requires minimal supervision on current job tasks and responsibilities
 - Understands the technical aspects of the job
 - Accurately processes transcript requests
 - Utilizes proper cleaning supplies and equipment
 - Able to explain to students why they have a hold on their account and how to rectify it
 - Quickly learns and puts new skills to use on the job
 - Understands the technical aspects of the job

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Job Specific Competencies

ADMINISTRATIVE, PROFESSIONAL, AND CAREER EMPLOYEES

Accountability

- Accepts responsibility and is accountable for achieving results
 - Anticipates and solves problems
 - Meets productivity standards, deadlines and work schedules
 - Stays focused on tasks in spite of distractions and interruptions
 - Accepts responsibility for not meeting expectations
 - Commits to job specific goals and takes initiative to achieve them
 - Holds self and others accountable for making appropriate decisions

Customer Focus

- Demonstrates ability and concern for delivering exceptional service to internal and external customers. Establishes and maintains effective relationships.
 - Anticipates and fulfills the needs of students
 - Refers customers to specific campus resource
 - Responds promptly and courteously to requests and issues
 - Suggests and implements changes to improve customer service
 - Meets and tries to exceed customer service expectations

ADJUNCTS

Learner-Centered Teaching Strategy

- Engages students and promotes learning by encouraging active participation
 - Employs the use of active learning strategies (e.g. deliberative discussions, case studies, role plays/simulations, Socratic questioning, think-pair-share, etc.)
 - Makes use of technology to encourage active participation (i.e. interactive response systems, Blackboard Collaborate and similar tools in Canvas, etc.)
 - Actively engages in discussions and quickly responds to student inquiries in online courses
 - Shows an enthusiasm and mastery of the subject matter
 - Keeps current in both the discipline taught and pedagogy

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Communication

- Promotes clear listening, speaking, and writing skills to support the mission.
 - Displays strong verbal skills, communicating clearly, concisely, and in meaningful ways
 - Listens actively and asks perceptive questions
 - Prepares written materials that are well organized, clear and effective
 - Gives, receives and acts upon helpful and timely feedback

Examples from the myIMPACT Training

FSCJ Advocacy

During the year, you always supported our Mission, Vision and Values. One of our key values is Creativity, which you demonstrated in developing our new student orientation program. In addition, you volunteered at the Clara White Mission, attended convocation, and helped two of your neighbor's kids get through our enrollment process.

Collaboration

You are helpful at updating other team members about your work and other College issues like the recent Presidential Search.

You frequently provide draft copies of your work to other team members for comments and suggestions like your recent work on suggested competency comments.

Professionalism

You strive hard to present yourself in a professional manner especially in the way you interact with others. I have observed you with employees across the College and you treat all of them in a favorable and positive manner.

While others talk about procedures, you either are aware of what the APM says or take the time to track it down. We almost had a conflict in staff meeting over donating sick leave to an ill employee until you provided the APM on Sick Leave Pool.

Accountability

Does Not Meet Example

You continue to miss meetings and deadlines and your recent project was way behind schedule and over cost. When questioned about the progress you stated that everything was fine, which turned out not to be true.

Customer Focus

At the recent Campus Colloquium event, you went out of your way to ensure the guest speaker had everything she needed for her presentation including coming in hours before the event to test all the equipment.

You constantly use well thought out surveys to gauge the customer experience that we provide and then utilize customer service information to improve our processes such as signing up for professional development opportunities.

Final Supervisor Comment

On daily basis, I notice you encouraging and supporting both our employees and our students. Last week you spent extra time with a student to help them finish a difficult assignment and even set up a tour of the library.

