

Competency Matrix WIOA Task Team - Staff Development

	Top Six Competencies	Competencies Defined	Additional Comments
	<u>Career Exploration</u>	<ul style="list-style-type: none"> ✓ Integrity ✓ Labor market information (LMI) ✓ Tools/systems to support ✓ Knowledge of career websites and resources available and how to interpret labor market info ✓ Academic skills ✓ Pathways to P.S.E. and career assessments ✓ Self-directed search availability and identify ✓ Sector strategies 	
	<u>Communication</u>	<ul style="list-style-type: none"> ✓ Integrity ✓ Active listening ✓ Local Program contacts, emotional awareness ✓ Cultural sensitivity ✓ Problem resolution ✓ Use appropriate grammar, punctuation, express self clearly and clearly conveys message orally and in writing. ✓ Sales techniques ✓ Expectations and accountability ✓ Effective multitasking ✓ Use of acronyms 	
<u>3</u>	<u>Community Resources/Partner Programs Program Knowledge</u>	<ul style="list-style-type: none"> ✓ Integrity ✓ Knowledge and contacts for partnerships ✓ Basic understanding of partner programs ✓ Common orientation/intake components (i.e. assessments) ✓ Basic Understanding of all programs performance measures 	

<p><u>WIOA Laws and Regulations For All Programs</u></p>	<ul style="list-style-type: none"> ✓ Integrity ✓ Performance ✓ DOL expectations and how applies ✓ Allowable State leadership ✓ Professional development activities ✓ Program roles and responsibilities History: where are we going? Common mission and vision for all programs 	
<p><u>Teamwork</u></p>	<ul style="list-style-type: none"> ✓ Integrity ✓ Helping skills ✓ Build bridges between programs ✓ Collaboration ✓ Communication skills: oral, written and cross programs ✓ Performance ✓ Different roles and how they fit together to assist customers/job seekers ✓ Effective Multitasking 	
<p><u>Customer Service/Professionalism</u></p>	<ul style="list-style-type: none"> ✓ Integrity ✓ Motivational Interviewing ✓ Effective Multitasking ✓ Active listening ✓ Problem solving, diversity, civil treatment ✓ Ethics / integrity, cultural awareness ✓ Flexibility ✓ No wrong door ✓ Questioning strategies, attire, manners and attitude ✓ Confidentiality 	