



Competency Examples with Performance Statements

The examples below of competencies may be used in various staff management functions like:

- Planning performance expectations.
- Determining training and development needs.
- Establishing recruitment and selection criteria.

The competencies are grouped together under categories. Each competency includes a title, a general definition, and several measurable or observable performance statements.

This list is useful as a reference, but is not all-inclusive. The performance statements listed are to be used to generate thought about how the competency is displayed when performed well on the job. The competency descriptions are intended to be tailored to individual positions.

Position-specific competencies are best determined through a job analysis process. Supervisors should talk with their HR office to receive specific direction around competency identification.

Competency Group – Communication		
Competency Title	Description	Performance statements
Listening	Understands and learns from what others say.	Examples
Reading Comprehension	Grasps the meaning of information written in English, and applies it to work situations.	Examples
Speaking	Conveys ideas and facts orally using language the audience will best understand.	Examples
Writing	Conveys ideas and facts in writing using language the reader will best understand.	Examples
Competency Group – Knowledge of Job Function		
Competency Title	Description	Performance statements
Analysis/Reasoning	Examines data to grasp issues, draw conclusions, and solve problems.	Examples
Creative & Innovative Thinking	Develops fresh ideas that provide solutions to all types of workplace challenges.	Examples
Decision Making & Judgment	Makes timely, informed decisions that take into account the facts, goals, constraints, and risks.	Examples
Mathematical	Uses mathematical techniques to calculate data or solve	Examples

