

Types of Competencies

Competencies are occupation specific and industry related and range from foundational abilities to specialisation in a particular job. Competencies in most business settings could be categorised as:

Personal Effectiveness Competencies

Competencies needed for a successful career or role in the workplace that are valued by employers and often referred to as "soft skills."

- Integrity
- Professionalism
- Initiative and Drive
- Interpersonal Skills
- Willingness to Learn
- Dependability and Reliability

Academic Competencies

Competencies such as cognitive functions and thinking styles for the most part learned in an academic setting.

- Mathematics
- Reading and Writing
- Science and Technology
- Critical and Analytic Thinking
- Communication - Listening and Speaking

Workplace Competencies

Competencies represented by specific skills and abilities that equip individuals to function in organisational settings.

- Teamwork
- Customer Focus
- Creative Thinking
- Adaptability/Flexibility
- Business Fundamentals
- Planning and Organising
- Workplace Computer Applications
- Working with Tools and Technology
- Problem Solving and Decision Making
- Scheduling, Recording and Coordinating

Management Competencies

Competencies specific to supervisory and managerial occupations.

- Staffing
- Networking
- Entrepreneurship
- Strategic Planning/Action
- Delegating and Informing
- Developing and Mentoring
- Clarifying Roles and Objectives
- Motivating and Supporting Others
- Preparing and Evaluating Budgets
- Managing Conflict and Team Building
- Monitoring and Controlling Resources

