

# Professional Competency Development

Competencies indicate your potential for success in your work life, your capacity for leadership engagement, and your ability to make a positive contribution to your communities. This document provides a snapshot of what competencies can look like in action.

## 1) Foundational Knowledge and Skills

This area includes critical and fundamental competencies that are necessary to be effective at all levels of organizational life.

### Teamwork and collaboration

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- Ongoing participation on an athletic team
- Active membership in an organization
- Jobs in which you work directly and often with others
- Camp counselor, RA, or Orientation Leader

### Problem-solving in diverse settings

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- Being solution-oriented such as improving a process or overcoming an obstacle in a job/volunteer position
- Proactively addressing challenges in a job, group project, student organization, or other context
- Managing and defusing interpersonal conflicts with friends, classmates, peers, coworkers

### Effective verbal and written communication

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- Articulate ideas, thoughts, feelings verbally or in writing
- Public speaking or published work
- Constructing a persuasive argument for change

### Planning, organizing and prioritizing work

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- Using tools and support resources to follow-through on responsibilities such as class assignments, projects, tasks and extra-curricular activities
- Making decisions to ensure a healthy life balance by managing school, work, experiential learning, personal care and social activities

### Adaptability and resilience

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- Turning challenges/failures into learning opportunities
- Adjusting approach or strategy to improve performance
- Developing strategies and support systems to help navigate a major life event or change

## 2) Personal and Social Responsibility

Includes competencies critical to accountability, personal wellness, identity development and engaged citizenship.

### Intercultural competence

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- Study/travel abroad, proficiency with a foreign language
- Interest and understanding of global issues
- Immersive experiences in different cultures/communities

### Identity development and values clarification

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- Articulating/advocating for what is important to you
- Self-efficacy and taking responsibility for your actions
- Engaging in activities that match your personal values

### Excellence & proactivity in self-assessment, attitude and effort

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- Engaging in self-reflection of behaviors, attitudes and emotional awareness in regard to well-being, goals, relationships
- Seeking feedback on strengths and areas of growth
- Participation in peer mentorship or advisory roles
- Awareness of the impact and effect of decisions and behaviors on others

### Civic knowledge, ethical engagement and community participation

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- Active engagement in/awareness of local/national politics and issues of concern
- Engagement in community service and campus organizations
- Mission/service trips and campus/community activism

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## 3) Integrative and Applied Learning

This area includes competencies developed through diverse educational experiences and opportunities to apply knowledge in a variety of contexts.

### **Integrative knowledge in the liberal arts & sciences with chosen field of study**

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- Engaging in classes outside your major field of study
- Applying knowledge from academic or experiential learning to enhance learning in other courses and experiences
- Nurturing personal interests in topics outside major

### **Critical thinking and analytic skills**

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- Looking at a problem/situation from multiple perspectives
- Willingness to listen to other's opinions and perspectives
- Examining information, experience and knowledge objectively

### **Capacity for innovation and creativity**

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- Contributing new ideas to group projects
- Offering suggestions to solve problems and improve processes in a job
- Ability to create products using technology and other tools
- Demonstrating artistic and creative expression - music, arts, theatre, dance, graphic design

## 4) Business Essentials

This area includes practical competencies for professional etiquette and behavior.

### **Appropriate & timely workplace communication**

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- Notifying others in advance when you are unable to meet your commitments
- Keeping others informed on progress of group projects, work assignments and volunteer efforts
- Using formal and professional language in emails, on the phone and in conversation
- Professional attire, grooming and behavior
- Adhering to dress codes and behavioral standards in class presentations, university events and experiential learning environments

### **Dependability and punctuality**

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- Consistent attendance and showing up on time for class, meetings, volunteer experiences and jobs
- Upholding commitments to classmates, organizations you are a part of, co-workers
- Personal accountability and follow through on tasks and commitments

### **Exemplary customer service**

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- Demonstrating a service-oriented attitude towards work, experiential learning and other
- Effective and positive interactions with customers, constituents, and community members
- Effective engagement in tutoring or mentoring peers

## **Building Competencies at Chatham**

Use Chatham's **Professional Competencies Model Worksheet** to self-assess your current abilities and determine which ones you would like to develop. Seek assistance from faculty advisors, mentors and the Career Development advisors to understand which competencies are key for your major field of study and to find opportunities to develop your skills and competencies.