LACOE COMPETENCY FRAMEWORK

Competencies are behavioral categories, qualities, and characteristics that enable one to work successfully and efficiently.

INFORMATIONAL COMPETENCIES: Competencies that enable the access and use of information, data, or stimuli within the context of an objective, problem, or situation

Analyzing & Interpreting Data – Drawing meaning and conclusions from quantitative and/or qualitative data
Critical Thinking – Analytically and logically evaluating information, propositions, and claims
Decision Making – Choosing optimal courses of action in a timely manner
Fact Finding – Obtaining facts and data pertaining to an issue or question
Mathematical Facility – Performing computations and solving mathematical problems
Mechanical Insight – Comprehending how mechanical, electrical, and structural systems operate and interact
Reading Comprehension – Understanding and using written information

OCCUPATIONAL COMPETENCIES: The knowledge and skills of an occupational group acquired through education, training, and experience

Design Sense – Creating work products that are functional, intuitive and aesthetically pleasing
Environmental Exposure Tolerance – Performing under physically demanding conditions
General Physical Ability – Using strength, endurance, flexibility, balance, and coordination
Industry Monitoring – Grasping the external political, economic, competitive, and social factors affecting the industry
Legal & Regulatory Navigation – Understanding, interpreting, and ensuring compliance with laws and regulations
Manual Dexterity – Using senses, hands, and fingers in manipulating objects quickly and efficiently
Professional & Technical Expertise – Applying technical subject matter to the job
Safety Focus – Showing vigilance and care in identifying and addressing health risks and safety hazards
Using Technology – Working with electronic hardware and software applications
**PERSONAL EFFECTIVENESS COMPETENCIES:** Competencies that enable the effective application of one’s skills and abilities

*Action & Results Focus* – Initiating tasks and focusing on accomplishment
*Adaptability* – Responding positively to change and modifying behavior as the situation requires
*Attention to Detail* – Focusing on the details of work content, work steps, and final work products
*Handling Stress* – Maintaining emotional stability and self-control under pressure, challenge, or adversity
*Innovation* – Imagining and devising new and better ways of doing things
*Learning Agility* – Seeking learning opportunities and applying the lessons to one’s work
*Professional Integrity & Ethics* – Maintaining trust through honesty, adherence to principles, and personal accountability
*Self-Management* – Showing personal organization, self-discipline, and dependability

**COMMUNICATION COMPETENCIES:** Competencies that facilitate the give and take of information

*Bilingual Communication* – Speaking, reading, writing in a second language
*Informing* – Proactively obtaining and sharing information
*Listening* – Fully comprehending spoken communication
*Oral Communication* – Engaging effectively in dialogue
*Presentation Skill* – Formally delivering information to groups
*Writing* – Communicating effectively in writing

**INTERPERSONAL COMPETENCIES:** Competencies that establish and maintain effective working relationships

*Customer Focus* – Attending to the needs and expectation of customers
*Handling Conflict* – Managing interpersonally strained situations
*Influencing* – Affecting or changing others’ positions and opinions
*Involving Others* – Engaging others for input, contribution, and shared responsibility for outcomes
*Negotiating* – Reaching mutually satisfying agreements and compromises
*Professional Impact* – Presenting self as a positive representative of the organization
*Relationship Building* – Establishing rapport and maintaining mutually productive relationships
**GROUP COMPETENCIES**: Competencies that help make teams and workgroups effective

*Assessing Talent* – Identifying performance capabilities and potential of others  
*Delegating* – Sharing responsibility, authority, and accountability  
*Developing Others* – Supporting others in stretching and expanding their capabilities  
*Group Facilitation* – Enabling constructive and productive group interaction  
*Leadership* – Guiding and encouraging others to accomplish a common goal  
*Managing Performance* – Ensuring superior individual and group performance  
*Teamwork* – Collaborating with others to achieve shared goals  
*Valuing Diversity* – Appreciating the benefits of varied backgrounds and cultures in the workplace

**ORGANIZATIONAL COMPETENCIES**: Competencies that help make entire organizations and systems effective

*Allocating Resources* – Prioritizing the use of fiscal and material resources to maximize organizational performance  
*Business Process Analysis* – Defining, assessing, and improving operational processes and workflow  
*Leveraging Technology* – Applying technology for improvements in organizational efficiency and effectiveness  
*Managing Change* – Addressing key factors that influence successful organizational change  
*Organization Design & Structure* – Establishing organizational structure and clarifying roles and responsibilities  
*Organizational Systems Thinking* – Comprehending the organization as a system of integrated and interdependent functions  
*Political & Organizational Savvy* – Working skillfully with politics, procedures, and protocols across organizational levels and boundaries  
*Project Management* – Planning and tracking projects to ensure they are on-time, on-budget, and achieve their objectives  
*Strategic Perspective* – Evaluating immediate actions in context of achieving long range objectives