

POD Quarterly Courses & Related Competencies

Competencies are skills or behaviors that are essential for success in specific roles. In this document, you'll find more than twenty competencies as defined by POD, as well as a list of classes that can help you develop each competency.

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Coaching and Mentoring

Q1010	Coaching Mastery: Inviting Excellence
Q1360	Creating a Culture of Accountability
Q0850	How to Give and Receive Feedback
Q0420	Leadership for Leads
Q0640	Leadership Style Makes a Difference
Q0200	Learning to Lead
Q0070	Managing Corrective Action the UW Way
Q0570	Managing Employee Performance
Q1210	Motivating Employees
Q0100	Onboarding: "Sink or Swim" is Not A New Employee Orientation
Q0490	Supervision Basics
Q0331	Training, Coaching, and Mentoring for Success
SLPQU	Strategic Leadership Program

Competency Description:

- *bring out best in others; champion development and advancement of others*
- *impart skills, practical knowledge, and personal experiences to benefit others*
- *provide a stimulating and challenging environment that encourages creativity and training/education*
- *facilitate improved individual or work/team performance*

Collaboration

Q0280	Building Team Relationships
Q0890	Business of Listening, The
Q1200	Cultivating Cultural Competence
Q1020	Developing Dynamic Team Skills
Q1240	Increasing Your Influence
Q0730	Working Across Generations
	<i>Competency may also apply to the following course(s):</i>
Q0260	Building a Positive Work Culture
Q0950	Building on Emotional Intelligence: Transforming Communication Through Empathy
Q0300	Conflict Resolution Skills for Health Care Professionals
Q0230	Conflict Management
Q1310	Designing the End-User Experience
Q1360	Creating a Culture of Accountability
Q0110	Emotional Intelligence
Q1160	Master Process Planning
Q0450	Planning and Facilitating Effective Meetings
Q1350	Project Management for the Non-Project Manager
Q1030	Strategies to Overcome the Five Dysfunctions of a Team
Q0240	Supervising in a Diverse Workplace
SLPQU	Strategic Leadership Program

Competency Description:

- *build good working relationships*
- *cooperate to achieve results*
- *rely on mutual participation rather than directives or delegation*
- *use effective skills/techniques to facilitate consensus decision-making*

Communication

- Q0950 Building on Emotional Intelligence: Transforming Communication Through Empathy
- Q0280 Building Team Relationships
- Q0890 Business of Listening, The
- Q0030 Communication Style: Creating Positive Relationships and Results
- Q0040 Communications
- Q0300 Conflict Resolution Skills for Health Care Professionals
- Q0230 Conflict Management
- Q1200 Cultivating Cultural Competence
- Q0220 Customer Service Excellence
- Q0000 Developing Assertiveness Skills
- Q0050 Difficult People and Difficult Behavior: Tips, Tactics, and Tools
- Q0110 Emotional Intelligence
- Q0850 How to Give and Receive Feedback
- Q1240 Increasing Your Influence
- Q0640 Leadership Style Makes a Difference
- Q0570 Managing Employee Performance
- Q0620 Presentation Excellence
- Q0240 Supervising in a Diverse Workplace
- Q0490 Supervision Basics
- Q0331 Training, Coaching, and Mentoring for Success
- Q0060 Turning Negative Emotions Into Positive Outcomes
- Q0730 Working Across Generations

Competency may also apply to the following course(s):

- Q0260 Building a Positive Work Culture
- Q1280 Business Email Etiquette and Management
- Q0010 Business Writing Fundamentals
- Q1020 Developing Dynamic Team Skills
- Q0050 Difficult People and Difficult Behavior: Tips, Tactics, and Tools
- Q1140 Grammar Essentials
- Q0720 Learning to Lead
- Q0200 Making the Move from Peer to Supervisor
- Q0170 Planning and Facilitating Effective Meetings
- Q0450 Proofreading and Editing
- Q1090 Punctuation Tune-Up
- Q0470 Strategies to Overcome the Five Dysfunctions of a Team
- Q0360 Technical Writing
- SLPQU Strategic Leadership Program
- SLP20* SLP Level 2: Leadership Agility Series

Competency Description:

- *listen actively and effectively*
- *ask substantive questions*
- *accurately paraphrase concepts and information presented by others*
- *articulate thoughts and ideas effectively*

Creative Thinking

- Q1310 Designing the End-User Experience
SLP20* SLP Level 2: Leadership Agility Series
- Competency may also apply to the following course(s):**
- Q0260 Building a Positive Work Culture
Q1020 Developing Dynamic Team Skills
Q0910 Discovering Your Dependable Strengths
Q1240 Increasing Your Influence
Q1251 Kaizen Methods and Practice
Q1320 Keys to Handling Change
Q0720 Learned Optimism: Understanding Your Explanatory Style
Q0060 Turning Negative Emotions Into Positive Outcomes

Competency Description:

- *demonstrate innovative and creative thinking processes*
- *imagine new solutions*
- *contribute original ideas to your work*
- *use and recommend new and different ways to perceive and approach problems*

Functional Expertise

- Q0530 Basics of UW Procurement
Q0010 Business Writing Fundamentals
Q1280 Business Email Etiquette and Management
Q0600 Compensation: The Basics
Q0350 Employment Law and UW Policies
Q0810 Endowments 101 and Beyond
Q0360 Ethics Law and the U, The
Q0550 Facilities and Administrative Rate Calculation
Q0090 Foundations of Fiscal Reporting
Q0390 Good Internal Practices and Fraud Prevention Tips
Q0880 Grammar Essentials
Q0403 Grant and Contract Fiscal Administration: Compliance
Q0140 Interviewing Job Candidates
Q0121 Introduction to Research Administration
Q0150 Labor Relations Skills
Q0160 Leave Record Maintenance
Q0440 Managing Your Department's Money to Withstand Audit
Q0180 Medical Terminology
Q1340 Overcoming Barriers to Care
Q0190 Payroll: the Basics
Q0404 Post-Award Financial Administration: Processes, Offices, and Best Practices
Q0620 Presentation Excellence
Q0460 Project Management Essentials
Q0470 Proofreading and Editing
Q1090 Punctuation Tune-Up
Q0590 Recharge Center Seminar
Q0980 SAGE 101: Creating and Submitting eGC1s from A to Z
Q0490 Supervision Basics
Q0630 Technical Writing
Q0331 Training, Coaching, and Mentoring for Success
Q1050 UW Hiring Processes: Introduction to UWHIRES
SLPQU Strategic Leadership Program

Competency Description:

- *understand what knowledge and skills are needed for your job*
- *successfully perform specialized or technical functions of your job*
- *understand how your job relates to other roles within your unit and the University*

Influencing Others

- Q0260 Building a Positive Work Culture
- Q0950 Building on Emotional Intelligence: Transforming Communication Through Empathy
- Q1360 Creating a Culture of Accountability
- Q1310 Designing the End-User Experience
- Q1020 Developing Dynamic Team Skills
- Q1240 Increasing Your Influence
- Q0640 Leadership Style Makes a Difference
- Q0060 Turning Negative Emotions Into Positive Outcomes

Competency may also apply to the following course(s):

- Q0280 Building Team Relationships
- Q0890 Business of Listening, The
- Q0030 Communication Style: Creating Positive Relationships and Results
- Q0040 Communications
- Q0300 Conflict Resolution Skills for Health Care Professionals
- Q1200 Cultivating Cultural Competence
- Q0000 Developing Assertiveness Skills
- Q0110 Emotional Intelligence
- Q0850 How to Give and Receive Feedback
- Q1210 Motivating Employees
- Q0240 Supervising in a Diverse Workplace
- Q0331 Training, Coaching, and Mentoring for Success
- Q1330 Unlocking Possibility
- Q0730 Working Across Generations
- SLPQU Strategic Leadership Program
- SLP20* SLP Level 2: Leadership Agility Series

Competency Description:

- *use appropriate strategies to gain acceptance of ideas, plans, or activities*
- *project confidence*
- *use persuasion to bring others around to a point of view*
- *achieve results through directions, delegation, negotiation, and collaboration*

Interpersonal Relations

- Q0260 Building a Positive Work Culture
- Q0950 Building on Emotional Intelligence: Transforming Communication Through Empathy
- Q0280 Building Team Relationships
- Q0890 Business of Listening, The
- Q0030 Communication Style: Creating Positive Relationships and Results
- Q0040 Communications
- Q0300 Conflict Resolution Skills for Health Care Professionals
- Q0230 Conflict Management
- Q1200 Cultivating Cultural Competence
- Q0220 Customer Service Excellence
- Q0000 Developing Assertiveness Skills
- Q1020 Developing Dynamic Team Skills
- Q0050 Difficult People and Difficult Behavior: Tips, Tactics, and Tools
- Q0110 Emotional Intelligence
- Q0850 How to Give and Receive Feedback
- Q1240 Increasing Your Influence
- Q0640 Leadership Style Makes a Difference
- Q0570 Managing Employee Performance
- Q0450 Planning and Facilitating Effective Meetings
- Q1030 Strategies to Overcome the Five Dysfunctions of a Team
- Q0240 Supervising in a Diverse Workplace
- Q0490 Supervision Basics
- Q0331 Training, Coaching, and Mentoring for Success
- Q0060 Turning Negative Emotions Into Positive Outcomes
- Q0730 Working Across Generations
- SLPQU Strategic Leadership Program

Competency may also apply to the following course(s):

- Q1010 Coaching Mastery: Inviting Excellence
- Q0720 Learned Optimism: Understanding Your Explanatory Style

Competency Description:

- *build rapport with others*
- *see another person's perspective and empathize with their feelings*
- *pay attention to emotional cues and show sensitivity to customers, clients, and stakeholders*
- *demonstrate awareness of other people's skills and ideas*
- *deal with difficult people and challenging or volatile situations*

Leading Change

Q1310 Designing the End-User Experience
Q1251 Kaizen Methods and Practice
Q1070 Leading People Through Change
Q0200 Learning to Lead
Q1160 Master Process Planning
Q0460 Project Management Essentials
SLPQU Strategic Leadership Program
SLP20* SLP Level 2: Leadership Agility Series

Competency may also apply to the following course(s):

Q1200 Cultivating Cultural Competence
Q1210 Motivating Employees

Competency Description:

- *articulate the need for and value of change*
- *lead people and organization through planned and unplanned change with confidence and clear direction*
- *communicate during change*
- *comfortable with ambiguity*

Leading Others

Q1010 Coaching Mastery: Inviting Excellence
Q1360 Creating a Culture of Accountability
Q0420 Leadership for Leads
Q0640 Leadership Style Makes a Difference
Q1070 Leading People Through Change
Q0200 Learning to Lead
Q0170 Making the Move From Peer to Supervisor
Q0570 Managing Employee Performance
Q1210 Motivating Employees
Q0240 Supervising in a Diverse Workplace
Q0490 Supervision Basics
Q0331 Training, Coaching, and Mentoring for Success
Q1290 Strategic Planning Tools
Q0730 Working Across Generations
SLPQU Strategic Leadership Program
SLP20* SLP Level 2: Leadership Agility Series

Competency may also apply to the following course(s):

Q0230 Conflict Management
Q1200 Cultivating Cultural Competence
Q0110 Emotional Intelligence
Q0850 How to Give and Receive Feedback
Q1240 Increasing Your Influence
Q0450 Planning and Facilitating Effective Meetings
Q0460 Project Management Essentials
Q1350 Project Management for the Non-Project Manager

Competency Description:

- *focus and lead others to obtain a common goal*
- *guide other people by providing direction, support, and a positive example*
- *willing to put self “on the line,” sometimes making unpopular decisions for good of the organization*
- *instill in others a desire to achieve challenging objectives through goal-setting, high expectations, use of rewards, etc.*
- *connect with staff informally, removing communication barriers and demonstrating accessibility*

Managing Self

- Q1130 Assessing Your Career Fit
- Q0950 Building on Emotional Intelligence: Transforming Communication Through Empathy
- Q0030 Communication Style: Creating Positive Relationships and Results
- Q0300 Conflict Resolution Skills for Health Care Professionals
- Q1200 Cultivating Cultural Competence
- Q0000 Developing Assertiveness Skills
- Q0050 Difficult People and Difficult Behavior: Tips, Tactics, and Tools
- Q0910 Discovering Your Dependable Strengths
- Q0110 Emotional Intelligence
- Q0360 Ethics Law and the U, The
- Q1320 Keys to Handling Change
- Q0720 Learned Optimism: Understanding Your Explanatory Style
- Q0170 Making the Move From Peer to Supervisor
- Q0700 Managing Paper, Projects, and Priorities
- Q0430 Managing Stress
- Q0510 Time Management
- Q0060 Turning Negative Emotions Into Positive Outcomes
- Q1330 Unlocking Possibility
- SLPQU Strategic Leadership Program

Competency may also apply to the following course(s):

- Q1280 Business Email Etiquette and Management
- Q0230 Conflict Management
- Q0220 Customer Service Excellence
- Q1020 Developing Dynamic Team Skills
- Q1240 Increasing Your Influence
- Q0640 Leadership Style Makes a Difference

Competency Description:

- *view yourself as in control of your own actions*
- *manage own time to maximum advantage on a daily basis*
- *allocate time and resources productively*
- *work productively under pressure; cope with stress*
- *know when to lead and when to follow*

Organizational Awareness

- Q1240 Increasing Your Influence
 - Q0150 Labor Relations Skills
 - Q0170 Making the Move From Peer to Supervisor
 - Q0490 Supervision Basics
 - SLP20* SLP Level 2: Leadership Agility Series
- Competency may also apply to the following course(s):***
- Q0260 Building a Positive Work Culture
 - Q1200 Cultivating Cultural Competence
 - Q1310 Designing the End-User Experience
 - Q1070 Leading People Through Change
 - Q0070 Managing Corrective Action the UW Way
 - Q0570 Managing Employee Performance
 - Q1030 Strategies to Overcome the Five Dysfunctions of a Team
 - SLPQU Strategic Leadership Program

Competency Description:

- *understand organizational structure and how to maneuver within it*
- *recognize the dynamics of workplace politics*
- *develop a network of contacts to reach goals*
- *communicate strategically and effectively about organizational matters*

Planning and Organizing

- Q1280 Business Email Etiquette and Management
- Q1310 Designing the End-User Experience
- Q1251 Kaizen Methods and Practice
- Q1320 Keys to Handling Change
- Q0700 Managing Paper, Projects, and Priorities
- Q1160 Master Process Planning
- Q0450 Planning and Facilitating Effective Meetings
- Q0460 Project Management Essentials
- Q1350 Project Management for the Non-Project Manager
- Q0510 Time Management

Competency Description:

- *determine in advance the best methods to accomplish projects and tasks*
- *balance task requirements within constraints of schedules and budgets*
- *assign work, personnel, and resources appropriately*
- *develop contingency plans*

Problem Solving and Decision-Making

- Q1310 Designing the End-User Experience
 - Q1251 Kaizen Methods and Practice
 - Q1160 Master Process Planning
- Competency may also apply to the following course(s):***
- Q0220 Customer Service Excellence
 - Q1020 Developing Dynamic Team Skills
 - Q1070 Leading People Through Change
 - Q1030 Strategies to Overcome the Five Dysfunctions of a Team
 - Q0490 Supervision Basics
 - SLPQU Strategic Leadership Program
 - SLP20* SLP Level 2: Leadership Agility Series

Competency Description:

- *analyze causes and components of problems*
- *understand complexities and draw accurate inferences and conclusions*
- *use sound judgment to generate innovative solutions to problems*
- *make good decisions with incomplete, ambiguous, or conflicting information*

Process Improvement

- Q1310 Designing the End-User Experience
 - Q1251 Kaizen Methods and Practice
 - Q1160 Master Process Planning
 - Q1180 Rapid Process Improvement
- Competency may also apply to the following course(s):***
- Q0460 Project Management Essentials
 - Q1350 Project Management for the Non-Project Manager
 - Q0510 Time Management
 - Q0331 Training, Coaching, and Mentoring for Success

Competency Description:

- *utilize systematic process for making improvements*
- *demonstrate commitment to continuous improvement in alignment with organizational goals*
- *implement smooth transition to a new policy, procedure, or program*
- *communicate effectively throughout the process*

Recognizing Others

- Q0260 Building a Positive Work Culture
- Q0850 How to Give and Receive Feedback
- SLPQU Strategic Leadership Program

Competency may also apply to the following course(s):

- Q0950 Building on Emotional Intelligence: Transforming Conversations Through Empathy
- Q1200 Cultivating Cultural Competence
- Q0240 Supervising in a Diverse Workplace
- Q0730 Working Across Generations

Competency Description:

- *recognize the need to reward the various ways others perform and contribute*
- *encourage and acknowledge a job well done*
- *demonstrate awareness of differing preferences for being acknowledged*

Service Orientation

- Q0220 Customer Service Excellence
- Q1310 Designing the End-User Experience

Competency may also apply to the following course(s):

- Q1280 Business Email Etiquette and Management

Competency Description:

- *understand needs of internal and external customers*
- *meet customer expectations without compromising organizational values/policies*
- *deliver products or services at or above required quality level*

Speaking and Presenting

- Q0450 Planning and Facilitating Effective Meetings
- Q0620 Presentation Excellence
- Q0331 Training, Coaching, and Mentoring for Success

Competency Description:

- *effectively explain concepts and ideas to others*
- *contribute to group discussions*
- *prepare accurate and concise presentations targeted to audience and purpose*
- *set appropriate tone and context to engage an audience*
- *articulately and persuasively speak in public*

Strategic Thinking

- Q1310 Designing the End-User Experience
- Q1240 Increasing Your Influence
- Q1251 Kaizen Methods and Practice
- Q1160 Master Process Planning
- Q0460 Project Management Essentials
- SLP20* SLP Level 2: Leadership Agility Series

Competency may also apply to the following course(s):

- Q1360 Creating a Culture of Accountability
- Q0140 Interviewing Job Candidates
- Q1350 Project Management for the Non-Project Manager
- Q1180 Rapid Process Improvement
- SLPQU Strategic Leadership Program

Competency Description:

- *understand importance of patterns and trends in the development of organizational strategies*
- *clearly articulate vision and direction for the organization*
- *implement long-term planning and identify performance targets*

Teamwork

- Q0280 Building Team Relationships
- Q0030 Communication Style: Creating Positive Relationships and Results
- Q1020 Developing Dynamic Team Skills
- Q1240 Increasing Your Influence
- Q1030 Strategies to Overcome the Five Dysfunctions of a Team
- SLPQU Strategic Leadership Program

Competency may also apply to the following course(s):

- Q0260 Building a Positive Work Culture
- Q0950 Building on Emotional Intelligence: Transforming Communication Through Empathy
- Q1360 Creating a Culture of Accountability
- Q1200 Cultivating Cultural Competence
- Q0450 Planning and Facilitating Effective Meetings
- Q1350 Project Management for the Non-Project Manager
- Q0460 Project Management Essentials
- Q0730 Working Across Generations

Competency Description:

- *share expertise with team members to achieve desired results*
- *be aware of and manage interpersonal dynamics of the group*
- *determine when your own opinion is and is not conducive to group goals*
- *enable others to work effectively toward a common goal*
- *support and celebrate team accomplishments*

Valuing the Individual

- Q0260 Building a Positive Work Culture
- Q0950 Building on Emotional Intelligence: Transforming Communication through Empathy
- Q1010 Coaching Mastery: Inviting Excellence
- Q1200 Cultivating Cultural Competence
- Q0850 How to Give and Receive Feedback
- Q0240 Supervising in a Diverse Workplace
- Q0730 Working Across Generations

Competency may also apply to the following course(s):

- Q0890 Business of Listening, The
- Q0030 Communication Style: Creating Positive Relationships and Results
- Q0040 Communications
- Q0640 Leadership Style Makes a Difference
- Q0570 Managing Employee Performance
- Q1210 Managing with Motivation
- Q0490 Supervision Basics
- Q0331 Training, Coaching, and Mentoring for Success
- SLPQU Strategic Leadership Program

Competency Description:

- *understand and integrate concepts of diversity into your work*
- *recognize that differences are a source of strength and use them to the benefit of projects or goals*
- *demonstrate awareness of issues of age, gender, nationality, culture, religion, ethnic background, personality, and individual lifestyles*
- *treat people with respect regardless of backgrounds, beliefs, or values that may be different from your own*

Writing

- Q0010 Business Writing Fundamentals
- Q1280 Business Email Etiquette and Management
- Q0880 Grammar Essentials
- Q0470 Proofreading and Editing
- Q1090 Punctuation Tune-Up
- Q0630 Technical Writing

Competency Description:

- *prepare written communications that are clear, coherent, consistent, and correct*
- *set appropriate tone and context to engage the audience*
- *tailor writing appropriately for specific audiences and specific purposes (e.g., writing to summarize, writing to explain, writing to persuade)*
- *edit and improve own and others' writing*