



CWDP 5 CORE COMPETENCIES

Competency 1 - CUSTOMER SERVICE METHODOLOGY

1. Identifies customer needs and expectations to create positive customer satisfaction.
2. Places appropriate emphasis on “excellence” and “speed of response” in work performance.
3. Positions workforce development programs as a primary community partner in the service area.
4. Understands the essential elements of a helping relationship, including rapport, trust, and mutual respect.
5. Understands who the principal customers of the workforce development system are and treats all with respect.

Competency 2 - DIVERSITY IN WORKFORCE DEVELOPMENT

1. Adapts materials and services to address diverse needs of customers.
2. Creates an environment that enables all individuals to contribute to their fullest potential.
3. Identifies and implements innovative methods for delivering services to diverse or special populations.
4. Understands the special employment needs of diverse groups.

Competency 3 - LABOR MARKET INFORMATION AND INTELLIGENCE

1. Accesses, analyzes, and uses local, state, and national electronic and non-electronic labor market information delivery systems and databases.
2. Identifies information individuals need, including assessment, in order to make realistic career decisions, and where that information can be found.
3. Provides updated LMI to employers, job seekers, and staff to develop opportunities.
4. Understands basic computer technology used in workforce development.
5. Understands the types of labor market information available and the uses of such information.

Competency 4 - PRINCIPLES OF COMMUNICATION

1. Asks questions for clarification.
2. Communicates with internal and external customers.
3. Demonstrates teamwork skills.

4. Demonstrates the skill, ability, and willingness to conduct employment-related workshops.
5. Speaks to single individuals or large groups in order to teach, inform, or persuade.
6. Seeks input/feedback from employers and job seekers.
7. Understands the language used by business and employers.
8. Values and demonstrates public relations skills and marketing skills.
9. Writes case notes, memos, reports and other correspondence using appropriate grammar, spelling and punctuation.

Competency 5 - WORKFORCE DEVELOPMENT STRUCTURE, POLICIES AND PROGRAMS

1. Demonstrates knowledge of federal, state, and local workforce development programs, funding guidelines, and workforce development codes.
2. Interprets current laws and structure to deliver appropriate services, and understands how their own work impacts the system's goals.
3. Relates public workforce development policy, initiatives, and funding sources with the current system.
4. Understands who the principal customers of the workforce development system are.