

**Supervisory Certificate Program: Competency and Skills Assessment Scales**

Competency	Skill Dimension	Baseline Skill Level	Not Observed	Post Certificate Skill Level	Not Observed
<b>Analysis and Critical Thinking</b>	Problem Solving	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Quantitative Analysis	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Decision Making	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Planning/Organizing	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
<b>Interpersonal Effectiveness</b>	Conflict Management	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Delegation	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Diversity Awareness	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
<b>Communication</b>	Oral Communication	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Written Communication	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Active Listening	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Giving Feedback	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
<b>Customer/Organizational Awareness</b>	Political Acumen	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Customer Service	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
<b>Group Leadership</b>	Group Facilitation	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
<b>Human Resource Management</b>	Hires effectively	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Manages performance	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Coaches/develops staff	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Reviews employee status records	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Supervises within the law	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
<b>Financial, Purchasing, Reporting</b>	Generates and interprets financial reports	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
<b>Self Management</b>	Manages time	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Manages stress	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	
	Manages Career	<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>		<b>Low 1 2 3 4 5 6 7 8 9 10 High</b>	