

# The MAP2 Competencies



## The 12 Competencies

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### 1. Time Management and Prioritizing

Ability to manage time, both your own and others'. Includes such skills as: negotiating priorities; exercising self-discipline; controlling interruptions by shaping the behavior of others whose priorities are not your own; being time-effective versus time efficient.

### 2. Setting Goals and Standards

Ability to manage activities and projects toward measurable goals and standards, setting these jointly with others so as to develop their understanding and commitment. Includes the following skills: distinguishing among wishes, activities, and quotas; reducing barriers to the goal-setting process; evaluating goals against the major criteria of effective goal setting; using goals to motivate.

### 3. Planning and Scheduling Work

Ability to manage projects (one-time programs) and processes (ongoing work flow) by applying the major tools and techniques of management. Includes the following skills: analyzing complex tasks and breaking them into manageable units; selecting and managing resources appropriate to the tasks; using systems and techniques to plan and schedule the work; setting checkpoints and controls for monitoring progress.

### 4. Listening and Organizing

Ability to understand, organize, and analyze what you are hearing so as to decide what to think and do in response to a message. Specifically, includes such skills as: identifying and testing inferences and assumptions; overcoming barriers to effective listening; summarizing and reorganizing a message for recall; withholding judgment that can bias your response to the message.

### 5. Giving Clear Information

Ability to assess a situation, determine the objectives, and give clear, concise, well-organized, convincing messages that will best meet the objective. Includes the following skills: overcoming physical, psychological, and semantic barriers in our interactions with others; keeping on target and avoiding digressions; using persuasion effectively; maintaining a climate of mutual benefit and trust.

**6. Getting Unbiased Information** Ability to use questions, probes, and interviewing techniques to obtain unbiased information and to interpret it appropriately. Includes such skills as: using directive, non-directive, and reflecting questions effectively; employing the funnel technique of questioning; using probes to elicit additional information; recognizing latent and manifest meanings; confirming understanding and obtaining agreement.

### 7. Training, Coaching, and Delegating

Ability to develop people. Includes the following skills: selecting the right people; reaching agreement on plans for action; keeping a balance between input and output; transferring responsibility to the employee; giving feedback effectively; providing appropriate rewards.

### 8. Appraising People and Performance

Ability to carry out a constructive performance appraisal involving joint evaluation of past performance, agreement on future expectations, and development of a plan to see that these expectations are met. Also, the ability to give effective feedback on an ongoing basis.

### **9. Disciplining and Counseling**

Ability to provide counseling and discipline in a positive manner to restore the employee's performance to within the accepted standards or norms without loss of face (respect, trust) on anyone's part to get the employee to accept responsibility for correcting the deviation within agreed upon time frame and to reinforce the employee for improved performance (or take the appropriate action if no improvement occurs).

### **10. Identifying and Solving Problems**

Ability to identify barriers that keep you from achieving your goals and standards, and apply a systematic set of procedures to eliminate or reduce the causes (root problems). Includes such skills as: distinguishing between symptoms and problems; collecting and weighing evidence relating to causes; and implementing the most appropriate course(s) of action.

### **11. Making Decisions, Weighing Risk**

Ability to construct a decision matrix that helps to examine options; identify limits, desirables, and risks to be considered; assign weights to each alternative; and select the best option for meeting the desired goals and standards.

### **12. Thinking Clearly and Analytically**

Ability to apply logic and think clearly so as to effectively interpret situations and information before deciding what actions to take. Includes the following skills: identifying valid premises and drawing logical conclusions from them; separating fact from inference and assumption; using inductive and deductive logic effectively; recognizing fallacies, false premises, and generalizations based on insufficient evidence.