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.

COMPETENCIES:

- COACHING AND MENTORING
- COLLABORATION
- COMMUNICATION
- CREATIVE THINKING
- FUNCTIONAL EXPERTISE
- INFLUENCING OTHERS
- INTERPERSONAL RELATIONS
- LEADING CHANGE
- LEADING OTHERS
- MANAGING SELF
- ORGANIZATIONAL AWARENESS
- PLANNING AND ORGANIZING
- PROBLEM SOLVING AND DECISION-MAKING
- PROCESS IMPROVEMENT
- RECOGNIZING OTHERS
- SERVICE ORIENTATION
- SPEAKING AND PRESENTING
- STRATEGIC THINKING
- TEAMWORK
- VALUING THE INDIVIDUAL
- WRITING
Coaching and Mentoring

Q1440 Building Better Teams
Q1410 Directing and Delegating Work
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
Q100 Onboarding: “Sink or Swim” is Not A New Employee Orientation
Q0490 Supervision Basics
Q0331 Training, Coaching, and Mentoring for Success
Q1400 Trust Advantage, The
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

Q1440 Building Better Teams
Q1200 Cultivating Cultural Competence
Q1240 Increasing Your Influence
Q1460 Thinking on Your Feet
Q0730 Working Across Generations

**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

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
Q0110 Emotional Intelligence
Q1160 Master Process Planning
Q0450 Planning and Facilitating Effective Meetings
Q1170 Process Improvement Tools
Q1350 Project Management for the Non-Project Manager
Q1290 Strategic Planning Tools
Q0240 Supervising in a Diverse Workplace
Q1400 Trust Advantage, The
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
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 Description:
- listen actively and effectively
- ask substantive questions
- accurately paraphrase concepts and information presented by others
- articulate thoughts and ideas effectively

Competency may also apply to the following course(s):
Q0260  Building a Positive Work Culture
Q1440  Building Better Teams
Q1280  Business Email Etiquette and Management
Q0010  Business Writing Fundamentals
Q0050  Difficult People and Difficult Behavior: Tips, Tactics, and Tools
Q0720  Learning to Lead
Q0200  Making the Move from Peer to Supervisor
Q1370  Not-So-Simple Sentence – Revisiting Punctuation and Grammar, The
Q0170  Planning and Facilitating Effective Meetings
Q0450  Proofreading and Editing
Q1380  Writing Minutes and Meeting Notes
Q1430  Writing Policies and Procedures
Q1460  Thinking on Your Feet
Q1400  Trust Advantage, The
SLPQU  Strategic Leadership Program
SLP20*  SLP Level 2: Leadership Agility Series
Creative Thinking
Q1310 Designing the End-User Experience
Q1460 Thinking on Your Feet
SLP20* SLP Level 2: Leadership Agility Series

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

Competency may also apply to the following course(s):
Q0260 Building a Positive Work Culture
Q1440 Building Better Teams
Q0910 Discovering Your Dependable Strengths
Q1240 Increasing Your Influence
Q1251 Kaizen Methods and Practice
Q0720 Learned Optimism: Understanding Your Explanatory Style
Q1390 Navigating Change in a Complex World
Q0060 Turning Negative Emotions Into Positive Outcomes
Q1470 Working Smarter

Functional Expertise
Q0530 Basics of UW Procurement
Q1280 Business Email Etiquette and Management
Q0010 Business Writing Fundamentals
Q0600 Compensation: The Basics
Q0350 Employment Law and UW Policies
Q0360 Ethics Law and the U, The
Q0550 Facilities and Administrative Rate Calculation
Q0090 Foundations of Fiscal Reporting
Q0390 Good Internal Control Practices and Fraud Prevention Tips
Q0403 Grant and Contract Fiscal Administration: Compliance
Q0140 Interviewing Job Candidates
Q0121 Introduction to Research Administration
Q1490 Introduction to State and Local Taxation
Q0150 Labor Relations Skills
Q0180 Medical Terminology
Q1370 Not-So-Simple Sentence – Revisiting Punctuation and Grammar, The
Q1340 Overcoming Barriers to Care
Q0404 Post-Award Financial Administration: Processes, Offices, and Best Practices
Q0620 Presentation Excellence
Q0460 Project Management Essentials
Q0470 Proofreading and Editing
Q0590 Recharge Center Seminar
Q0980 SAGE 101: Creating and Submitting eGC1s
Q0490 Supervision Basics
Q0331 Training, Coaching, and Mentoring for Success
Q1050 UW Hiring Processes: Introduction to UWHIRES
Q1380 Writing Minutes and Meeting Notes
Q1430 Writing Policies and Procedures
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
Q1440  Building Better Teams
Q0950  Building on Emotional Intelligence: Transforming Communication Through Empathy
Q1310  Designing the End-User Experience
Q1240  Increasing Your Influence
Q0640  Leadership Style Makes a Difference
Q1410  Likeability Factor, The
Q0060  Turning Negative Emotions Into Positive Outcomes

**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

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
Q1400  Trust Advantage, The
Q1330  Unlocking Possibility
Q0730  Working Across Generations
SLPQU  Strategic Leadership Program
SLP20*  SLP Level 2: Leadership Agility Series
Interpersonal Relations

Q0260  Building a Positive Work Culture
Q1440  Building Better Teams
Q0950  Building on Emotional Intelligence: Transforming Communication Through Empathy
Q0030  Communication Style: Creating Positive Relationships and Results
Q0040  Communications
Q1220  Conflict Management
Q0300  Conflict Resolution Skills for Health Care Professionals
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
Q1420  Likeability Factor, The
Q0570  Managing Employee Performance
Q0450  Planning and Facilitating Effective Meetings
Q0240  Supervising in a Diverse Workplace
Q0490  Supervision Basics
Q1460  Thinking on Your Feet
Q0331  Training, Coaching, and Mentoring for Success
Q1400  Trust Advantage, The
Q0060  Turning Negative Emotions Into Positive Outcomes
SLPQU  Strategic Leadership Program
SLP210  SLP Level 2: Core Strengths
Q0730  Working Across Generations

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

Q0240  Supervising in a Diverse Workplace
Q0490  Supervision Basics
Q1460  Thinking on Your Feet
Q0331  Training, Coaching, and Mentoring for Success
Q1400  Trust Advantage, The
Q0060  Turning Negative Emotions Into Positive Outcomes
SLPQU  Strategic Leadership Program
SLP210  SLP Level 2: Core Strengths
Q0730  Working Across Generations

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

Q0720  Learned Optimism: Understanding Your Explanatory Style
Leading Change

Q1310 Designing the End-User Experience
Q1251 Kaizen Methods and Practice
Q0200 Learning to Lead
Q1160 Master Process Planning
Q1170 Process Improvement Tools
Q0460 Project Management Essentials
Q1290 Strategic Planning Tools
SLPQU Strategic Leadership Program
SLP20* SLP Level 2: Leadership Agility Series

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

Q1440 Building Better Teams
Q1410 Directing and Delegating Work
Q0420 Leadership for Leads
Q0640 Leadership Style Makes a Difference
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 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

Q1480 Acing the Marshmallow Test
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
Q0720 Learned Optimism: Understanding Your Explanatory Style
Q0170 Making the Move From Peer to Supervisor
Q0700 Managing Paper, Projects, and Priorities
Q0430 Managing Stress
Q1390 Navigating Change in a Complex World
Q0510 Time Management
Q0060 Turning Negative Emotions Into Positive Outcomes
Q1330 Unlocking Possibility
Q1470 Working Smarter
SLPQU Strategic Leadership Program
SLP203 SLP Level 2: Leadership Agility Series—Self-Development
SLP210 SLP Level 2: Core Strengths

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 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
Q1410 Directing and Delegating Work
Q1251 Kaizen Methods and Practice
Q0700 Managing Paper, Projects, and Priorities
Q1160 Master Process Planning
Q1390 Navigating Change in a Complex World
Q0450 Planning and Facilitating Effective Meetings
Q1170 Process Improvement Tools
Q0460 Project Management Essentials
Q1350 Project Management for the Non-Project Manager
Q1180 Rapid Process Improvement
Q1290 Strategic Planning Tools
Q0510 Time Management
Q1470 Working Smarter
Q1430 Writing Policies and Procedures

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

Q1480 Acing the Marshmallow Test
Q1310 Designing the End-User Experience
Q1251 Kaizen Methods and Practice
Q1160 Master Process Planning
Q1290 Strategic Planning Tools
Q1470 Working Smarter

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
Q1170 Process Improvement Tools
Q1180 Rapid Process Improvement
Q1430 Writing Policies and Procedures

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 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

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

Service Orientation

Q0220 Customer Service Excellence
Q1310 Designing the End-User Experience

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

Q1280 Business Email Etiquette and Management

Speaking and Presenting

Q1450 Advancing Your Facilitation and Presentation Techniques
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
Q1290  Strategic Planning Tools
SLP20* SLP Level 2: Leadership Agility Series

**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

**Competency may also apply to the following course(s):**
- Q1480 Acing the Marshmallow Test
- Q1450 Advancing Your Facilitation and Presentation Techniques
- Q0140 Interviewing Job Candidates
- Q1170 Process Improvement Tools
- Q1350 Project Management for the Non-Project Manager
- Q1180 Rapid Process Improvement
- Q1400 Trust Advantage, The
- Q1470 Working Smarter
SLPQU Strategic Leadership Program

Teamwork

Q1440  Building Better Teams
Q0030  Communication Style: Creating Positive Relationships and Results
Q1240  Increasing Your Influence

1460  Thinking on Your Feet
Q1400  Trust Advantage, The
SLPQU Strategic Leadership Program

**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

**Competency may also apply to the following course(s):**
- Q1450 Advancing Your Facilitation and Presentation Techniques
- Q0260 Building a Positive Work Culture
- Q0950 Building on Emotional Intelligence: Transforming Communication Through Empathy
- 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
Valuing the Individual

Q0260 Building a Positive Work Culture
Q0950 Building on Emotional Intelligence: Transforming Communication through Empathy
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):*
Q0030 Communication Style: Creating Positive Relationships and Results
Q0040 Communications
Q0640 Leadership Style Makes a Difference
Q0570 Managing Employee Performance
Q1210 Motivating Employees
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

Q1280 Business Email Etiquette and Management
Q0010 Business Writing Fundamentals
Q1370 Not-So-Simple Sentence – Revisiting Punctuation and Grammar, The
Q0470 Proofreading and Editing
Q1380 Writing Minutes and Meeting Notes
Q1430 Writing Policies and Procedures

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