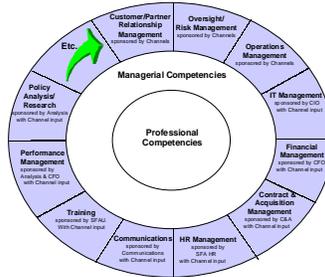




Functional Competencies
SFA University



Functional Competencies represent the knowledge, skills and abilities required to successfully perform a specific role within SFA.

Functional Competency	Definition
Communication Management	<ul style="list-style-type: none"> • Demonstrates an understanding of communication theories, concepts and tools • Applies communication & ownership theories, concepts, and tools to create employee awareness, understanding, buy-in, and commitment for change initiatives
Culture Management	<ul style="list-style-type: none"> • Demonstrates an understanding of the concepts and tools of culture management and their application in performance design and development • Applies concepts and tools to develop, align, and optimize an organization's culture
Facilitation	<ul style="list-style-type: none"> • Demonstrates ability to coordinate and guide the exchange of information and ideas in one-on-one meetings and group working sessions designed to meet objectives • Manages one-on-one interactions and group work sessions to ensure all participants feel that outcomes are fair and correct
Industry Acumen	<ul style="list-style-type: none"> • Demonstrates the ability to explain potential impacts of current industry issues and trends • Develops and implements business solutions based on trends, opportunities, needs and industry/technology direction



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SFA Competency Dictionary

Functional Competency	Definition
Learning, Training, and Usability	<ul style="list-style-type: none"> • Applies learning and performance support theories, concepts, and tools to assess performance needs • Creates a performance improvement approach to develop, implement, and monitor performance improvement solutions
Performance/Learning Design and Development	<ul style="list-style-type: none"> • Demonstrates an understanding of performance support approaches, tools and techniques • Recognizes and describes learning needs and goals • Designs, develops and implements learning and performance solutions • Develops materials based on learning specifications and approach • Demonstrates the ability to develop program effectiveness measures
Quality Management/Assurance	<ul style="list-style-type: none"> • Demonstrates an understanding of the principles, processes and techniques of quality management • Demonstrates an understanding of the importance of measuring quality in the organization, to manage and to improve continuously • Applies principles, processes and tools for quality management in conducting reviews
Training Delivery	<ul style="list-style-type: none"> • Demonstrates an understanding of training delivery techniques and facilitation • Demonstrates ability to coordinate and guide the exchange of information and ideas in training sessions • Manages training sessions to ensure all participants feel that learning objectives were met • Demonstrates ability to deliver training programs to participants
Office Administration	<ul style="list-style-type: none"> • Utilizes knowledge of administrative concepts and practices (answering phones, filing, scheduling, etc.) to plan, deliver and manage support services vital to running SFA's office operations



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SFA Competency Dictionary

Functional Competency	Definition
Customer Relationship Management	<ul style="list-style-type: none"> • Demonstrates understanding of SFA’s service standards and engages in behavior to encourage customer satisfaction • Proactively anticipates customer needs • Uses tools and available information effectively to build insight into customer needs for insightful, integrated interactions • Proactively seeks information and tools to better understand customer’s business • Establishes partnering relationships with new customers and builds on relationships with existing customers
Contract Management	<ul style="list-style-type: none"> • Demonstrates an understanding of the contract management vision of SFA • Demonstrates an understanding of contract management concepts, procedures and regulations • Ensures compliance with government contracting regulations • Applies the contract management vision to develop, sustain and improve relations with contractors/vendors in order to meet SFA’s needs and objectives • Demonstrates ability to monitor progress and ensures vendor/contractor adheres to standards and expected outcomes • Demonstrates skill in working with vendors to lower the costs associated with technology and processes
Planning and Budgeting	<ul style="list-style-type: none"> • Demonstrates an overall understanding of the planning and budgeting process • Demonstrates knowledge of the overall rules, sources of information and tools available to prepare and consolidate budgets and forecasts • Demonstrates the ability to apply planning and budgeting concepts to ensure accurate and timely reporting of business forecasts and budgets to predict revenues and spending actively • Analyzes and discusses budget implications
Knowledge Management	<ul style="list-style-type: none"> • Demonstrates an understanding of the concept, role and importance of knowledge capital • Identifies, structures and fosters sharing of knowledge capital, transforming it into an accessible critical organizational asset



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SFA Competency Dictionary

Functional Competency	Definition
Technology Planning	<ul style="list-style-type: none">• Keeps informed of emerging technologies and business process innovations to analyze their potential for streamlining SFA operations• Gathers and evaluates business process and technical requirements to identify service improvement and cost reduction opportunities
Statistics	<ul style="list-style-type: none">• Demonstrates an understanding of basic math, calculus, and statistics• Demonstrates the ability to apply statistical and mathematical principles in evaluating program results• Demonstrates the ability to organize data into tabular/graphical forms as is required for analysis and interpretation