

## Competency Domains

**Technical skills:** the knowledge and the manual and physical skills to perform a task; ability to follow directions and carry out procedures.

- Knowledge - information a person possesses regarding a certain content area
- Cognitive skills - the ability to apply knowledge to certain situations
- Psychomotor skills – the specific steps for specific jobs (EX: the steps in tying your shoelaces)
- Technical understanding- of skills, processes, and procedures (ability to follow directions & carry out functions)

**Critical Thinking skills:** the ability to set priorities; to problem solve; to be creative/innovative; and, to reason. Related competencies include:

- Problem solving
- Time management
- Priority setting
- Planning
- Creativity
- Ethics
- Resource allocating
- Fiscal responsibilities
- Clinical reasoning
- Change Management

**Interpersonal skills:** the ability to be a good communicator; developing and delivering excellent customer service; ability to foster team building skills; ability to manage conflict; involves listening, respecting and caring. Related competencies included:

- Communication
- Customer service
- Conflict management
- Delegating
- Facilitation
- Collaborating
- Directing
- Acceptance of diversity issues
- Team skills