

## Template

### What This Tool Does

This tool helps you identify the key competencies required for success in a role. It provides a structured way to define what strong performance looks like and how each competency should be assessed.

### When to Use It

- When creating a new role
- When updating an existing job description
- Before reviewing applications
- When hiring outcomes have been inconsistent

### What You'll Do

- Select the competencies that matter most for the role
- Define what effective performance looks like

## Job Title

Role / Job Title: \_\_\_\_\_

## Step 1: Identify Priority Competencies

From the list of core workplace competencies below, select the 5–6 competencies that are most critical for success in this role.

*Tip: Focus on what someone must be able to do in this role, not what credentials they hold.*

- Communication:** Expresses information clearly, listens actively, asks questions, and adjusts messaging for different audiences.
- Collaboration:** Works effectively with others, supports team goals, and navigates different perspectives.
- Problem-Solving & Judgment:** Identifies issues, evaluates options, and makes appropriate decisions or escalates when needed.
- Planning & Organization:** Prioritizes tasks, manages time, and follows through on commitments.
- Adaptability, Learning & Digital Confidence:** Adjusts to change, learns new tools or processes, and navigates digital systems effectively.
- Professionalism & Work Ethic:** Demonstrates reliability, accountability, and appropriate workplace behaviour.
- Documentation Accuracy:** Maintains accurate records, follows procedures, and ensures information is complete and reliable.
- Customer / Client Service:** Responds to requests professionally, manages

- expectations, and supports positive service experiences.
- Coordination:** Organizes tasks, people, or information across activities to keep work moving.
  - Attention to Detail:** Reviews work carefully, identifies errors, and ensures accuracy and completeness.
  - Time Management & Prioritization:** Balances competing tasks, manages deadlines, and focuses on what is most important.
  - Digital Tools Proficiency:** Uses workplace tools and systems effectively (e.g., spreadsheets, databases, scheduling tools).
  - Process Improvement:** Identifies inefficiencies and suggests or applies improvements to workflows.
  - Decision-Making:** Makes timely and appropriate decisions based on available information.
  - Stakeholder Interaction:** Communicates and works effectively with internal or external stakeholders.
  - Reliability & Follow-Through:** Follows through on tasks and commitments and maintains consistency in work.
  - Other role-specific competencies (if applicable):
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## Step 2: Define What “Good Evidence” Looks Like

For each selected competency, briefly describe what effective performance looks like in this role.

Priority Competency	What “Good Performance” Looks Like in This Role

## Step 3: Decide How Each Competency Should Be Assessed

For each priority competency, indicate how it can best be assessed.

Priority Competency	Résumé Review	Interview	Observation/Simulation
	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No
	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No
	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No
	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No
	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No
	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No
	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No
	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No

*Note: If evidence is weak or missing from the résumé, plan to assess that competency through interview or observation/simulation.*

## Step 4: Identify Evidence Gaps

Based on your selections above:

**Which competencies cannot be reliably assessed from a résumé alone?**

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**Which competencies are best assessed through observation or simulation?**

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## Next Step

Use the priority competencies identified above when completing the rest of the Competency Match tools.