

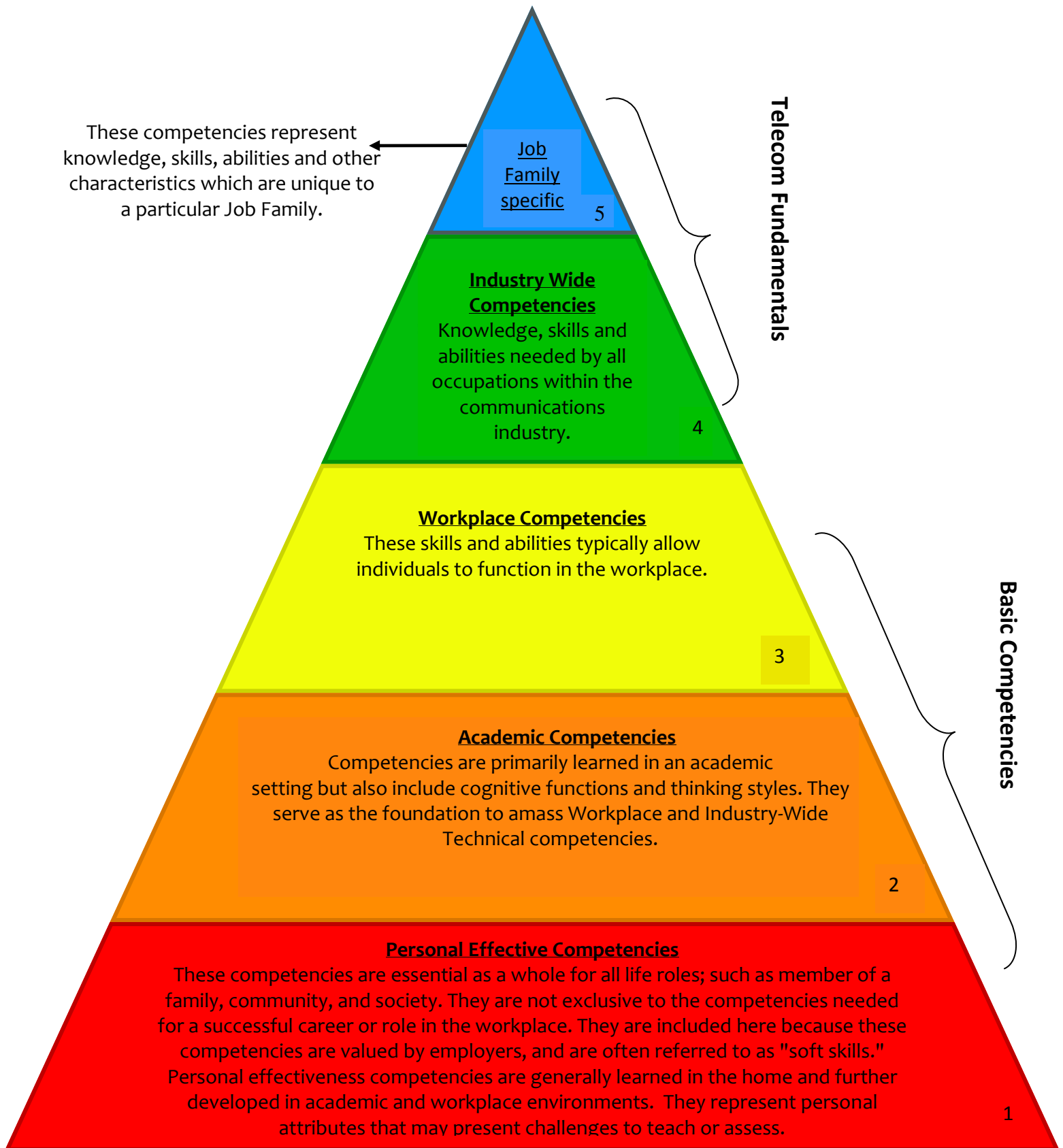
Personal Effectiveness Competency Model for Telecommunications

This document outlines the competencies which are likely to make someone in the telecommunications industry successful. It was developed by telecom professionals from staffing, recruiting and workforce development. What you see here is an overview of the competencies they look for when hiring new employees or develop existing employees. **Pay particular attention to the competencies in the 4th/green level because these are specifically related to telecommunications.**

Competencies build upon one another. Therefore, one must have mastery of the competencies at the basic-level in order to progress to the next level.

Most often, basic-level competencies are learned in the home or at school. Competencies at the telecom-fundamentals level are typically taught on-the-job or through employer training programs. Workers can also access formal telecommunications training in the form of certificates, licenses and/or degrees.

Many employers administer pre-employment tests to determine a candidate's aptitude to learn telecom-fundamental competencies but not for the competencies themselves.



Personal Effective Competencies (level 1)

Interpersonal Skills – Displaying skills to work with people.	Communication – Listening and speaking so others can understand.	Integrity and Ethics – Displaying appropriate social and work behaviors.	Dependability/Reliability - Displaying responsible behaviors at work.
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Academic Competencies (level 2)

Critical Thinking & Problem Solving - Using logical thought processes to analyze information and draw conclusions.	Science – Knowing and applying scientific methods to solve problems.	Basic Computer Skills - Using a personal computer and related applications to convey and retrieve information.	Locating/using information - Knowing how to find information and identifying essential information (information gathering)
Mathematics - Using mathematics such as arithmetic, fractions and decimals to solve problems.	Writing - Using standard business English to write messages.	Reading for Information - Reading and understanding common business messages.	

Workplace Competencies (level 3)

Business Fundamentals - Knowledge of basic business principles, trends and economics.	Following Directions - Receiving, understanding and carrying out assignments with minimal supervision.	Planning/Organizing –Plan and organize work to manage time effectively and accomplish assigned tasks.	Problem Solving/Decision-making - Applying problem-solving and critical-thinking skills to help grow the business and/or to resolve workplace conflict.	Motivation/Initiative - Demonstrating a commitment to effective job performance.
Working with Tools and Technology – Selecting, maintaining and using tools and technology to facilitate work activity.	Customer Service Orientation – Effectively and efficiently meeting the needs of clients or customers.	Teamwork – work cooperatively with others to complete work assignments.	Professionalism - Maintaining a professional presence.	Self-Development/Life-long learning -Demonstrating a commitment to self development and improvement.

Industry Wide Competencies (level 4)

Industry Principles and Concepts - Knowledge of the basic and emerging principles and concepts that impact the communications industry.	Telecom Fundamentals – Knowledge of basic elements of telephony, voice and data communications including associated acronyms.	Technology Applications - Knowledge of basic systems, platforms, tools and technologies related to the communications industry.	Laws and Regulations - Compliance with relevant local, state, and federal laws and regulations that impact the telecommunications industry.	Safety Awareness - Follows established safety procedures
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