# eLEET: Electronic Laboratory Employee Enrichment Toolkit

**Core Competencies Checklist**

**Journey Level Professional**

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| **Employee Information** | | | | |
| Name: | Mentor: | | | |
| Position: | Manager: | | | |
| **Leadership Skills** | | | | |
| 1. **DEVELOPING SELF & OTHERS**   Journey Level Professionals support the efforts of Supervisors to guide and sustain the unit. They lead by example and encourage high performance. They assure that daily activities are completed and role model behaviors that are consistent with the rules and expectations of the public health organization. | | | | |
|  | **Developing Skills** | | **Competent** | **Comments** |
| **1. TECHNICAL SKILLS** | | | | |
| Values and seeks diversity of opinions, backgrounds and approaches; and accepts and values the contribution of others. |  | |  |  |
| Locates resources for self and coworker professional development |  | |  |  |
| Contributes to the successes of the team. |  | |  |  |
| **2. INTERPERSONAL SKILLS** | | | | |
| Models behavior consistent with organizational values. |  | |  |  |
| Celebrates the success of the team. |  | |  |  |
| Treats other person’s views as valid. |  | |  |  |
| Recognizes and resolves interpersonal conflicts that affect the success of the team. |  | |  |  |
| **3. CRITICAL THINKING SKILLS** | | | | |
| Uses training and experience to improve processes and efficiencies. |  | |  |  |
| Assures compliance with standards of applicable accrediting and licensing agencies. |  | |  |  |
| Incorporates customer needs and expectations into process improvement. |  | |  |  |
| Focuses on solutions, not blame |  | |  |  |
| **Operational Competencies** | | | | |
| 1. **OPERATIONAL THINKING/PLANNING**   Contributes through daily activities and performance of tasks to strategic plan implementation and data collection. | | | | |
|  | **Developing Skills** | | **Competent** | **Comments** |
| **1. TECHNICAL SKILLS** | | | | |
| Recognize how daily tasks and other activity are related to the strategic plan to meet the goals. |  | |  |  |
| Understand and capable of converting from routine activities to emergency operations. |  | |  |  |
| **2. INTERPERSONAL SKILLS** | | | | |
| Understands individual actions related to the team’s role in achieving daily tasks and activities. |  | |  |  |
| Demonstrates flexibility to assure completion of team’s activities. |  | |  |  |
| Collaborates with colleagues to assure prescribed daily activities are completed. |  | |  |  |
| **3. CRITICAL THINKING SKILLS** | | | | |
| Recognizes problems and implements corrective actions. |  | |  |  |
| Designs strategies to validate tests and implements process to perform testing. |  | |  |  |
| Recognizes need and knows when to seek assistance. |  | |  |  |
| Anticipates abilities to complete assignments and the need for changes in time lines. |  | |  |  |
| In collaboration with colleagues adjusts operations as necessary and reports changes to supervisor. |  | |  |  |
| 1. **MANAGING RESOURCES**   The day-to-day operations must support the strategic plan and minimize costs. Good stewardship of resources  requires effective use of human, facility and financial resources. Journey Level Professionals support the supervisor to complete the daily tasks that support the strategic plan. | | | | |
|  | | **Developing Skills** | **Competent** | **Comments** |
| **1. TECHNICAL SKILLS** | | | | |
| Uses technology to convert data into meaningful information regarding the use of resources. | |  |  |  |
| Accesses organizational resources to effectively coordinate activities. | |  |  |  |
| Develops expertise in technology methods to assure state of the art operations | |  |  |  |
| Contributes to an effective quality control and quality assurance program for the unit. | |  |  |  |
| **2. INTERPERSONAL SKILLS** | | | | |
| Demonstrates effective communication skills conducive to completion of assigned tasks. | |  |  |  |
| Contributes to an environment that supports effective resource management. | |  |  |  |
| Listens to all stakeholders and treats their opinions as valid. | |  |  |  |
| Supports the team during transitions to improve productivity and effectiveness. | |  |  |  |
| **3. CRITICAL THINKING SKILLS** | | | | |
| Supportive of management decisions and assists other staff members to understand data analysis. | |  |  |  |
| Demonstrates and coaches others to effectively manage resources within the scope of daily activities. | |  |  |  |
| Recognizes when additional management assistance and direction is needed and seeks it. | |  |  |  |
| Completes projects and meets goals within expected timelines. | |  |  |  |
| 1. **INFORMATION MANAGEMENT**   Journey Level Professionals must be effective communicators for the organization and within the organization. | | | | |
|  | | **Developing Skills** | **Competent** | **Comments** |
| **1. TECHNICAL SKILLS** | | | | |
| Collects and summarizes data for supervisory review and action. | |  |  |  |
| Knowledgeable of human resource laws, rules and policies. | |  |  |  |
| Takes effective action in response to client complaints. | |  |  |  |
| **2. INTERPERSONAL SKILLS** | | | | |
| Mentors staff to maintain a customer focus. | |  |  |  |
| Assists staff in the implementation of process improvements. | |  |  |  |
| Provides effective input to supervision communicating staff issues, suggestions, and concerns. | |  |  |  |
| **3. CRITICAL THINKING SKILLS** | | | | |
| Understands the need for data driven decisions. | |  |  |  |
| Effectively communicates issues with supervisor while maintaining confidentiality. | |  |  |  |
| Contributes to a culture of collegial interactions. | |  |  |  |
| 1. **IMPLEMENTATION OF QUALITY IMPROVEMENT/QUALITY ASSESSMENT**   Journey Level Professionals must support and assist with the implementation of plans for improvements to achieve high performance. | | | | |
|  | | **Developing Skills** | **Competent** | **Comments** |
| **1. TECHNICAL SKILLS** | | | | |
| Demonstrates understanding of the significance of data. | |  |  |  |
| Serves as a resource and facilitates staff involvement in monitoring and follow-up. | |  |  |  |
| Focuses on outcomes. | |  |  |  |
| **2. INTERPERSONAL SKILLS** | | | | |
| Provides opportunities to increase the knowledge of staff relative to the QI/PI process. | |  |  |  |
| Contributes to an environment conducive to the QI/PI process. | |  |  |  |
| **3. CRITICAL THINKING SKILLS** | | | | |
| Rethinks processes and structure to improve quality while reducing costs. | |  |  |  |
| Recommends solutions based on data and expected results. | |  |  |  |
| Dedicated to continual improvement of processes. | |  |  |  |
| Serves as a resource and facilitates staff in problem solving and plan development. | |  |  |  |
| 1. **PROCESS MANAGEMENT**   Journey Level Professionals must work with supervisors to analyze processes to meet key requirements of the  organization including incorporation of new technology and organizational knowledge. | | | | |
|  | | **Developing Skills** | **Competent** | **Comments** |
| **1. TECHNICAL SKILLS** | | | | |
| Maintains compliance with established policies and procedures. | |  |  |  |
| Accepts responsibility for actions. | |  |  |  |
| Serves as a resource for questions in absence of supervisor. | |  |  |  |
| **2. INTERPERSONAL SKILLS** | | | | |
| Appropriately relates staff concerns to supervisor. | |  |  |  |
| Communicates underlying principles and rationale to broaden staff perspective and understanding. | |  |  |  |
| Mentors and contributes to the development of technologists. | |  |  |  |
| **3. CRITICAL THINKING SKILLS** | | | | |
| Assists staff to establish priorities and develop negotiation skills. | |  |  |  |
| Maintains unbiased approach and global perspective to problem solving. | |  |  |  |

**Employee Signature:** **Date:**

**Trainer/Mentor Signature:** **Date:**

**Supervisor Signature: Date:**