

# Upping Your Game:

“Your Career is Not a  
Spectator Sport”

Venecia Malloy, MPA  
Compliance and Quality Assurance Manager





# Agenda

**Welcome**

**A Historical Perspective**

**Understanding Competencies**

**Applying Competencies to  
Strengthen Your Organization and  
Programs**

**Resources and Support**

# Upping Your Game: Ground Rules and Expectations

- No benchwarmers allowed – Participation Required
- Ask questions – Someone may be thinking the same thing
- Take breaks as needed  
(Group Break – by consensus)
- Establish Teams to meet goals
- Review and discuss relevant terminology
- Acknowledge the expertise in the room
- Provide insightful solutions to challenges
- Learn and have FUN!

# Upping Your Game: 1<sup>st</sup> Half Activity

## 1<sup>st</sup> HALF ACTIVITY: Team Introductions

Team Instructions: Select a team Captain



Create a team motto

Create a team name

~ Answer the following question ~

We all have our own leadership journey that has brought us to this room. Share yours with the group.

**Where did your journey begin: What was your first paid job?**

# Upping Your Game: Historical Perspective

North Carolina Center for Afterschool Programs (NC CAP) initiated action due to:

- Feedback from professionals in the field of afterschool
- Drastic budgetary cuts to Federal and State funding for afterschool

Core Competencies are the result of collaborative efforts among the NC CAP staff and NC CAP Professional Development Committee

- Refer to handout for NC CAP partnerships

# Upping Your Game: Historical Perspective

Competencies are based on the following core beliefs:

- Competent, well-trained professionals are key to quality afterschool programming.
- Competencies can be used to establish standards for employment and job performance.
- Individual competencies are considered emergent, developing over time with experience.
- Competencies are cumulative and together create a continuum for professional development for the afterschool workforce.

# Upping Your Game: Historical Perspective

## Afterschool Competencies:

1. Child/Youth Growth and Development
2. Learning Environment and Curriculum
3. Child/Youth Observation and Assessment
4. Families, Schools and Communities
5. Health, Safety, and Nutrition
6. Interactions with Children and Youth
7. Program Planning and Development
8. Professional Development and Leadership

# **Upping Your Game: It's Not MORE Work!!!**

- Integrating competencies into your programs is not about creating more work.
- It is about bringing more intentionality and structure to the work you are already doing.
- It is about “Upping The Game You Are Already Playing”



# Upping Your Game: What is a Competency?

•A competency is a measurable characteristic of a person that is related to success at work. It may be a behavioral skill, a technical skill, an attribute or an attitude.

*Examples: Behavioral skill – Composure,*

*Technical skill – management,*

*Attribute – Optimism*

•Competencies are observable and measurable characteristics of a person that include using knowledge and demonstrating skills, behaviors and abilities that contribute to improved performance.

•A competency model is all list of behaviors that define a role, business, team or organization. Competencies differentiate superior performers from average performers and assist any organization in identifying and developing talent.

*Source: Korn/Ferry International – Lorminger*

# Upping Your Game: Understanding Competencies

Title: Customer Service Representative (CSR)

CSR Competency : Empathy

As a competency, empathy can then be defined as: the ability of a representative to hear out and acknowledge customer concerns (skill), take appropriate actions (knowledge) to resolve the customers' issues while maintaining professional demeanor (attitude).

The knowledge, skills and abilities (KSA's) must be demonstrated consistently over time. Therefore, competency equates to demonstrating the KSAs every single time.

*Source: Employment Studies Institute – March 2013*

# Upping Your Game: Today's Competency

## Professional Development and Leadership

- **Displaying professionalism in practice**
  - **Ongoing professional growth**
  - **Leadership and advocacy**

## COMPETENCY LEVELS

**Level 1:** Knowledge and skills expected of a professional new to the field with minimum specialized training and/or education.

**Level 2: Plus –** Knowledge and skills commensurate with a Youth Development Credential.

**Level 3: Plus –** Associate's degree in child or youth development.

**Level 4: Plus –** Bachelor's degree in child or youth development from an accredited university.

**Level 5: Plus –** Advanced degree in child or youth development or related fields.

# Upping Your Game: Competency Levels

## Drill Exercise: What Level and Why?

### Team Instructions:



Select the level that applies for each scenario with a brief reason explaining why your team selected that level.

Record responses on your score card

• **15 Minute Drill Exercise**

# Upping Your Game: Competency Levels – Drill Exercise

- Joan has applied for a position as an Executive Director at the Cross Creek YMCA.
- George just finished High School and is excited about his new role as a Camp Counselor at the Marriott County Afterschool Program.
- Lezanne is a mom who has been working as an afterschool tutor. Her kids are in school now and she wants to increase her hours. She has applied for a new position as Site Coordinator at her local afterschool program. She does not have any degree, but has lots of experience with kids. After all, she is a mom.

# Upping Your Game: Team Check-In

Official Time Out  
5 Minute Break



# Upping Your Game: Applying Competencies to Strengthen Your Organization and Program

## How can the core competencies be used?

- Assessing staff knowledge and skills
  - Develop position descriptions
  - Create staff development plans and career paths
- Establish salary scales based on professional development levels
  - Articulate expectations of staff working with children
    - Plan and promote training and education events
    - Coordinate, design and assess course contents
- Develop and implement policies that promote professionalism
  - Create a framework for professional development system



# **Upping Your Game: Competency Based/Behavioral Based Interviews**

- Traditionally, interviews were based on skills. We need to hire an accountant. They must have a BS in Accounting, be proficient with QuickBooks and Excel and type 60 words per minute.
- Now we interview based on competencies. We want to assess if this person who is applying for an accounting position can communicate, work across functions, delegate and work in a team setting.
- It is easy to train skills, it is much more difficult to train or develop behaviors.

# **Upping Your Game: Competency Based/Behavioral Based Interviews – Cont'd**

- Competency based interviewing is the most effective way to assess not only skills, but also a person's experience, personal qualities and performance.**
- By asking questions based on how people have handled situations in the past, we can assess their competencies and then put a score on the answer so we can easily compare candidates.**

# Upping Your Game: 2<sup>nd</sup> Half Activity

## 2<sup>nd</sup> HALF ACTIVITY: One– on-One Moments

Team Instructions: Team Captain's must select a team member to represent the team



Note: The selected team member can not be the Captain

3 Minute limit per Team Member

~ Answer the following question ~

We all have people who have made a positive impact on our lives. Besides your parents, share a story about one of your mentors.

**Who impacted your life, and how?**

# Upping Your Game: Team Check-In

Official Time Out  
5 Minute Break



# Upping Your Game: Competency Framework

## Drill Exercise: Using the Competency Framework

### Team Instructions:

Each Team must design an interview question for 2 different competency areas. You are hiring a Level 3 candidate and you want to assess their competency in Professional Development and Leadership.



What would be a good competency based interview question?

Record responses on your score card

• **15 Minute Drill Exercise**

# Upping Your Game: Resources

Employment Studies Institute

<http://youremployment.biz>

MAPP Career Test

Motivational Appraisal of Personal Potential

<http://www.assessment.com>

- NC CAP - Training Database (Increasing Quality)

<http://www.nccap.net>

# **Upping Your Game: Game Highlights**

- Reviewed Core Competencies
- Provided definitions for relevant terminology
- Discussed ways competencies can assist you in your work
  - Provided examples of how to use the competencies with competency based interview questions
  - Identified resources

# Get in the Game!

Thank you for your time and participation.

Venecia Malloy

[Venecia.Malloy@ncdps.gov](mailto:Venecia.Malloy@ncdps.gov)

(919) 743-8191

- Note the impending name change to  
Venecia Carr