

UC Merced Supervisory Certificate Program: Competency and Skills Assessment Scales

Competency	Skill Dimension	Baseline Skill Level	Not Observed	Post Certificate Skill Level	Not Observed
Analysis and Critical Thinking	Problem Solving	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Quantitative Analysis	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Decision Making	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Planning/Organizing	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
Interpersonal Effectiveness	Conflict Management	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Delegation	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Diversity Awareness	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
Communication	Oral Communication	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Written Communication	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Active Listening	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Giving Feedback	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
Customer/Organizational Awareness	Political Acumen	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Customer Service	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
Group Leadership	Group Facilitation	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
Human Resource Management	Hires effectively	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Manages performance	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Coaches/develops staff	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Reviews employee status records	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Supervises within the law	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
Financial, Purchasing, Reporting	Generates and interprets financial reports	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
Self Management	Manages time	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Manages stress	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	
	Manages Career	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High	