HRSG

Info Sheet:
HRSG's Competency Dictionary

A Modern Approach to Managing People

The way we manage talent has evolved. Gone are the days of corporate-driven development and rigid organizational structures. Today, employees expect more clarity around job requirement and goals, and access to the tools needed to drive their own development.

Competencies set the foundation for a modern talent management approach because they go beyond the basic requirements of a job to identify the behaviors that top performers demonstrate. Instead of focusing on what a person typically does on the job, competencies describe how a highly effective worker will achieve success. Most importantly, competencies describe those successful behaviors in terms that are observable and measurable.

Incorporating competencies within your Talent Management platform will enhance not only the way you recruit, develop and measure your people, but ensure that all people management strategies are aligned with the strategic goals and objectives of your business.

How Competencies Help

Align performance to achieve company vision and common goals	Build a dynamic workforce to meet current and future needs	Empower employees to see their potential for growth
By connecting employee behaviors to organizational objectives, competencies help the entire workforce align their performance and development in support of organizational goals.	When you understand the make-up of your workforce, you can ensure you have the right talent in the right place, at the right time, making your organization more responsive to business needs and drivers.	Competencies enable employees to align their skills and ambitions with the needs of the workplace, helping to visualize career progression and take an active role in exploring their potential.

HRSG's Competencies

The HRSG competencies are a product of thousands of hours of research by competency experts. Through extensive literature search, review of best practices, and job analysis conducted with client organizations, HRSG's competencies have been validated across a broad range of occupations and industries.

Universal competencies

These 'general', or 'behavioral' competencies articulate the softer, natural or inherent behaviors of your employees.

Examples:

- ✓ Attention to Detail
- ✓ Client Focus
- ✓ Emotional Intelligence
- ✓ Managing Conflicts
- ✓ Problem Solving

Technical competencies

Technical competencies describe the application of knowledge and skills needed for success in specialized fields.

Examples:

- ✓ Business Development (a technical competency for *sales professionals*)
- ✓ Fraud Detection and Control (a technical competency for *accounting & finance professionals*)
- ✓ Database Administration (a technical competency for *IT professionals*)

Leadership competencies

Leadership competencies capture the essence of effective leaders and translate it into measurable behaviors.

Examples:

- ✓ Acting with Empathy and Compassion
- ✓ Inspiring Others

See our full list of competencies starting on page 5 of this document.

Go Beyond Competency Content

HRSG offers a variety of optional content beyond the competencies themselves to help you implement your competency project seamlessly and get the most out of your investment:

Learning Resources: Online programs and courses for your team to reach and improve on required proficiency levels, mapped to our bank of competencies.

Interview Questions: Over 1500+ competency-based interview questions, based on HRSG's competency library, probing the skills, behaviors and tangible experiences required to demonstrate proficiency.

Our Competency Software

AI Suggested Competencies

☑ › **Attention to Detail**	Level 3
☑ ˅ **Fostering Communication** Listening and communicating openly, honestly, and respectfully with different audiences, promoting dialogue and building consensus.	Level 2
☑ › **Product and Technical Knowledge**	Already added
☐ › **Negotiating**	Level 2

Add Selected

HRSG's CompetencyCore software puts competencies at the core of the talent management process, building the foundation to hire, engage, and retain top quality employees. Technology is critical for organizations to realize full and effective implementation of the competencies, as they simplify the management process for job descriptions, competency profiles, assessments, training and more. CompetencyCore provides the interface that leverages the competencies fully, empowering organizations to reach top-level competency practice.

Universal Competencies

Our Universal Competencies are perfect for organizations looking to describe employees' "Soft Skills". The competencies included in this package describe the observable behaviors required by every job.

- Achievement Orientation
- Adaptability
- Agility
- Analytical Thinking
- Attention to Detail
- Business Perspective
- Client Focus
- Collaborating with Others
- Continuous Learning
- Creativity and Innovation
- Data Literacy
- Decision Making
- Digital Literacy
- Emotional Intelligence
- Entrepreneurial Mindset
- Facilitation
- Fostering Communication
- Holistic Thinking
- Impact and Influence
- Improving Business Processes
- Information Gathering and Processing
- Initiative
- Managing Conflicts
- Managing Resources
- Negotiating
- Networking
- Organizational Awareness
- Partnering
- Planning and Organizing
- Presentation
- Problem Solving
- Professionalism
- Project Management
- Quality Focus
- Resilience
- Team Leadership
- Thinking Strategically
- Using Financials
- Visioning and Alignment
- Writing Skills

Transformational Leadership Competencies

Our Transformational Leadership Package contains key leadership competencies that help organizations to promote and identify the key behaviors of leaders.

- Acting with Empathy and Compassion
- Embracing Diversity
- Ensuring Accountability
- Exemplifying Integrity
- Fostering Learning and Development
- Inspiring Others
- Leading Change
- Nurturing Innovation

Corporate Technical Packages

Our Corporate Packages consist of technical competencies that help organizations determine the specific knowledge and skills required for jobs in key corporate functions.

Accounting and Finance

- Accounting and Financial Systems, Processes and Technology
- Accounting and Reporting
- Auditing
- Capital Asset Accounting
- Capital Markets
- Cash Management
- Contract Review and Recommendations
- Corporate Finance
- Corporate Governance
- Cost Accounting
- Cost Management/Internal Controls Assessment
- Credit Management
- Debt Management
- External Reporting - Securities Commissions and Governmental
- Financial Budgeting, Planning and Reporting
- Financial Policy Development, Interpretation and Application
- Financial Risk Management
- Fraud Detection and Control
- Mergers and Acquisitions
- Optimizing Shareholder Value
- Organizational Performance Analysis
- Payroll Processing
- Processing and Recording Financial Transactions
- Reconciliation and Analysis

Business Operations

- Asset Management
- Concern for Safety
- Global Business Perspective - Business Acumen
- Global Sourcing
- Information Management
- Inventory/Supply Management
- Logistics and Transportation Management
- Managing Project Communications
- Managing Project Execution
- Negotiation
- Procurement Management
- Project Planning
- Project Risk Management
- Requirements Analysis
- Sourcing
- Strategic Planning of Sourcing Requirements
- Supplier Relationship Management
- Training Others
- Vendor Management
- Warehouse/Stores Management

Cyber Security

- Cyber Security Compliance
- Cyber Security Incident Analysis and Response
- Cyber Security Risk Assessment
- Cyber Security Threat Management
- Vulnerability and Penetration Testing

Data Analytics

- Big Data Management
- Data Governance and Compliance
- Data Mining
- Data Visualization and Presentation
- Insights Analytics
- Machine Learning and Artificial Intelligence
- Statistical Modeling

Human Resources

- Business Needs Analysis
- Career Development and Coaching
- Change Management
- Compensation and Benefits Administration
- Competency Management
- Consulting and Advising
- Diversity and Inclusion
- Employee Engagement and Retention Management
- Employee Relations
- Employment Legislation, Policies, and Procedures
- Human Resources Management
- Learning and Development
- Learning Delivery
- Learning Solutions Development
- Occupational Health and Safety
- Organizational Analysis and Design
- Performance Management
- Policy and Standards Design and Development
- Recruitment and Selection
- Strategic Human Resources Planning
- Talent Management
- Workforce Planning

Information Technology

- Application Development and Maintenance
- Application Support
- Architecture
- Business Analysis
- Database Administration
- Database Design
- Infrastructure
- IT Support Troubleshooting
- Quality Management and Assurance
- Service Management Processes
- System Design
- Systems Integration
- Telecommunications Network
- Testing

Marketing

- Advertising and Sales Promotion
- Branding and Positioning
- Content Marketing
- Customer Experience Management
- Customer Relationship Management
- Digital Marketing
- Event Management
- Integrated Marketing Communications
- Market Research and Consumer Behavior
- Marketing Metrics
- Marketing Planning and Analysis
- Marketing Strategy
- Media and Public Relations
- Multi-Channel Marketing
- Pricing Concepts and Methods
- Product and Service Development

Retail

- Merchandising/Retailing
- Store Operations

Sales

- Account Management
- Account Planning
- Business Development
- Customer Value Management
- Managing the Sales Process
- Market, Industry and Competitive Knowledge
- Product and Technical Knowledge
- Revenue and Profitability Management
- Strategic Sales Planning
- Territory Management

Industry Competencies

The industry competencies are designed for businesses that are specialized in specific fields. They represent knowledge geared towards specific sectors.

Accounting and Finance

- Business Plan Modelling
- Business Plan Preparation and Evaluation
- Compliance Management
- Corporate Information Disclosure
- Enterprise Planning and Profit Maximization
- Financial Analysis
- Forecasting and Reporting
- Global Consolidation & Close
- Insurance Business Knowledge
- Internal Audit Financial Risk Management
- Investor Relations
- IT Audit
- Mergers and Acquisitions Contract Review
- Mergers and Acquisitions Negotiation
- Mergers and Acquisition Support
- Project and Operations Insurance
- Tax Accounting and Reporting
- Tax Management
- Tax Policy and Planning
- Tax Return Compliance
- Tax Systems and Technology
- Valuation Technique

Agile Development

- Agile Frameworks and Concepts
- Agile Planning
- Agile Product Management
- Agile Scaling Frameworks
- Agile Team Management
- Agile Tooling
- Building Agile Acumen

Central Banking

- Banking Regulations
- Banking Supervision
- Banking System
- Currency Management
- Economic Research and Report Writing
- Financial Stability
- Foreign Exchange
- Information Security Policy Management
- Macro Models
- Market Operations
- National Economy
- Payment Systems - Operations
- Payment Systems - Oversight
- Public Finance
- Reserve Management
- Treasury Operations - Accounting and Settlement
- Treasury Operations - Risk Management

Commercial Banking

- Account Closure
- Bank Operations
- Banking Services Management
- Loan Management
- Mortgage Banking

Cyber Security

- Cybercrime Law Enforcement
- Cyber Digital Forensics Analysis
- Cyber Security
- Cyber Security Control Assessment
- Cyber Security Customer Support
- Cyber Security Monitoring and Reporting
- Cyber Security Strategy Management

Data Analytics

- Customer Experience Analytics
- Data Engineering
- Data Management and Analysis
- Data Stewardship Management
- Insights Management
- Knowledge Management

Digital Marketing

- Database Marketing and Customer Relationship Management
- Digital Advertising
- Digital Analytics
- Digital Asset Development
- Digital Asset Management
- Digital Ecosystem Management
- eCommerce Deployment
- Insights Management and Analysis
- Lead (Demand) Generation
- Marketing Digital Literacy
- Reputation Management on Social Media
- Service Marketing and Marketing Innovation
- Strategic eCommerce
- User Experience Design

Engineering

- Building and Construction Design
- Calibration / Mathematics
- Civil Engineering
- Electrical / Electronics Engineering
- Electrical Equipment Operation
- Electrical Systems Maintenance and Repair
- Engineering Inspection
- Engineering Operations
- Facilities Engineering
- High Voltage Systems Engineering
- Material Resources
- Mechanical Engineering
- Mechanical Maintenance
- Quality Control and Troubleshooting
- Surveying
- Technical Drafting
- Working with Tools and Technology

Health, Safety & Environment

- Commitment to Health and Safety
- Emergency/Crisis Management
- Environmental Assessment
- Environmental Procedures Design
- Hazardous Substance Management
- Health Safety and Environment Awareness and Communication
- Health Safety and Environment Standards Enforcement
- Industrial Hygiene Practice
- Occupational Health and Safety Management
- Safety Engineering
- Waste and Emissions Management

Information Technology

- Documentation
- Information Security Management
- Problem Management
- Product/Service Planning
- System Development
- System Engineering
- Technology Innovation

Insurance

- Actuarial
- Assessing and Transferring Risk
- Assessment of Quantum
- Broker/Agent Operations
- Broker/Agent's Role and Responsibilities
- Claims Handling
- Claims Investigation
- Claims Management
- Claims Settlement
- General Claims Knowledge
- Insurance Product Knowledge
- Legal
- Negotiation and Placement of Risk
- Pricing the Risk
- Principles and Practice
- Understanding of Risk and Compliance
- Understanding of Underwriting and Risk
- Underwriting
- Underwriting Process
- Underwriting Risk Management

Legal

- Contract Drafting
- Corporate Secretarial Administration
- Employment and Industrial Relations
- Enforcement
- General and Legal Translation, Revision and Writing
- Information/Records Management Knowledge
- Knowledge of the Law
- Legal Advice
- Legal Ethics and Professionalism
- Legislation and Compliance
- Litigation Management
- Technical Editing and Revision of Legal Documents

Network

- Cloud and Network Technology
- Cloud Computing Business Strategy
- Customer Requirements Management
- Dimensioning & Capacity Planning
- Frequency Spectrum Management
- Integration and Deployment
- Network and Systems Architecture
- Network Design and Implementation
- Network Forecasting and Planning
- Network Maintenance and Repairs
- Network Methodology and Strategy
- Network Optimization
- Network Performance Analysis
- Network Technology
- Operations Performance
- Operations Planning
- Requirements Management
- Service Assurance

Policing

- Adult Sexual Assault
- Bloodstain Pattern Analysis
- Child Abuse
- Confidential Informant Handling
- Counterterrorism
- Court Testimony
- Crime Scene Management
- Criminal Intelligence Analysis
- Digital Forensic Analysis
- Domestic Violence
- Drug Enforcement
- Financial Crime
- Fingerprint Identification
- Forensic Photography
- Homicide
- Interviewing and Interrogation of Suspects
- Interviewing: Victims and Witnesses
- Major Case Management
- Note Taking and Report Writing
- Obtaining Judicial Authorizations
- Organized Crime

Research and Development

- Intellectual Property Management
- Process Development
- Process Engineering
- Report Writing
- Technical Research Safety
- Testing and Analysis

Science

- Analysis and Assessment
- Applied Investigation
- Chemistry
- Risk Assessment
- Scientific Knowledge and Expertise

Supply Chain Management

- Acquisition
- Contract Administration and Management
- Contract Preparation
- Contractor Resource Management
- Disposal
- Evaluation
- Legislative Framework Alignment
- SCM Risk Management
- Sourcing Strategy Development
- Supplier Strategy Development
- Supply Chain Management for the Public Sector

Need Help Implementing These Competencies?
Let's Start The Conversation
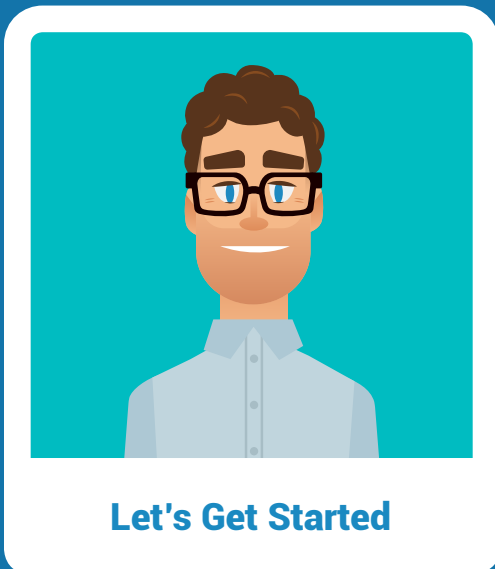
Let's Get Started

Click my profile picture to get started and see how we can help.