

## UMMS Competency Model – Tools, Services and Trainings

In support of the new UMMS Competency Model, HR has developed new tools, services and trainings. Please review the below descriptions/timelines of a few of these **new tools, services and trainings**.

- **Electronic Job Description Template** – A new electronic job description template that incorporates all the below described core competencies. Also, a menu of other position specific competencies customized to the specific role. **The template will be effective 1/2/18.**

### UMMS Six Core Competencies and Descriptions

There are six core elements to the new model, five of which apply to all employees at every level and a sixth that applies to those with supervisory responsibilities. The core competencies are:

1. **PROBLEM SOLVING/DECISION MAKING** – UMMS employees convey the essential ability to make good decisions and respond effectively to challenges often under stress and with limited information.
2. **QUANTITY/QUALITY of WORK** – we expect UMMS employees to consistently produce a high volume of excellent work.
3. **SERVICE ORIENTATION** – our ultimate purpose is to provide superior service to all of our constituent stakeholders both internal and external and to always strive to exceed their expectations.
4. **ACCOUNTABILITY** – UMMS employees hold themselves accountable for their actions and for producing expected results. They hold their colleagues to these same standards.
5. **INITIATIVE** – UMMS employees are expected to take a proactive approach to work focusing on continuous incremental improvement in all areas as well as opportunities for innovation.

Those entrusted with roles involving supervision and/or coordination of the work of others bear additional responsibilities for managing work and providing leadership.

6. **LEADERSHIP/MANAGEMENT** – people in roles involving coordination/supervision of others have to select and hire top tier talent, empower and inspire them to contribute to the full extent of their abilities, and to make sure that their teams achieve all organizational goals and expectations to which they are assigned.

- **Training for the Job Description Template** – Training for how to complete the new electronic job description template and forms will be offered to all HR managers and supervisors as part of the next Manage and Lead training program. The new training, *Position Descriptions: The Transition from Traditional to Competency-Based*, will be offered **starting week of 12/4/17**.
- **Electronic Performance Appraisal Tool** – A new electronic performance appraisal tool that incorporates both the core competencies as well as any position specific competencies. The tool will be **offered for Fiscal Year 2019 for performance reviews**.
- **Training for the Performance Appraisal Tool** – A training for how to use the new tool and introduce the new competencies to staff will be offered to all HR managers and supervisors as part of the Manage and Lead training program. The new training will be **offered in March 2018**.
- **Training for the New UMMS Competency Model** – A training for all employees to introduce them to the new Competency model, position specific competencies and the new electronic performance appraisal tool. The new training will be **offered in late Winter of 2018**.

**More details will be announced for each of the above as we roll them out over the year.**

UMMS employees governed by a Collective Bargaining Agreement (“CBA”) should refer to the appropriate CBA or consult with a Human Resources Employee or Labor Relations Consultant for applicability.