

Statewide Competencies	
Competencies that apply to all State of Ohio employees.	
Competency	Definition
Customer Focus	Focuses on the customer, whether internal or external, by understanding the needs of the customer and responding in a timely fashion, responding to customer feedback, and seeking out help and information when needed.

Applying Technical Proficiency	
Competencies that demonstrate specific technical expertise while performing tasks.	
Competency	Definition
Drafting, Laying Out, and Specifying Technical Devices, Parts, and Equipment	Providing documentation, detailed instructions, drawings, or specifications to tell others about how devices, parts, equipment, or structures are to be fabricated, constructed, assembled, modified, maintained, or used.
Estimating the Quantifiable Characteristics of Products, Events, or Information	Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.
Inspecting Equipment, Structures, or Materials	Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
Monitoring Processes, Materials, or Surroundings	Monitoring and reviewing information from materials, events, or the environment to detect or assess problems.
Operating Vehicles, Mechanized Devices, or Equipment	Running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft, or watercraft.
Repairing and Maintaining Electronic Equipment	Servicing, repairing, calibrating, regulating, fine-tuning, or testing machines, devices, and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.
Repairing and Maintaining Mechanical Equipment	Servicing, repairing, adjusting, and testing machines, moving parts, and equipment that operate primarily on the basis of mechanical (not electronic) principles.
Working with Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Assessing, Interpreting, and Explaining Information		Competencies that demonstrate the assessment and interpretation of information, as well as providing an explanation to assist others in understanding how the information may impact them or their interests.
Competency	Definition	
Analyzing Data or Information	Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.	
Evaluating Information to Determine Compliance with Standards	Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.	
Evaluating the Qualities of Objects, Services, or People	Assessing the value, importance, or quality of objects or people.	
Interpreting the Meaning of Information for Others	Translates or explains what information means and how it can be used by others.	
Making Decisions and Solving Problems	Analyzing information and evaluating results to choose the best solution and solve problems.	
Processing Information	Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.	
Thinking Innovatively	Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	

Building Relationships		Competencies that examine the ability to influence decisions through building and strengthening relationships with others.
Competency	Definition	
Communicating with Supervisors, Peers, and Staff	Provides information to supervisors, coworkers (peers), and staff by telephone, in written form (electronic or hard copy), or in person.	
Establishing and Maintaining Interpersonal Relationships	Developing constructive and cooperative (professional) working relationships with others and maintaining them over time.	
Influencing or Selling Others	Convinces others to buy merchandise/goods (use services) or to otherwise change their minds or actions.	
Providing Consultation and Advice to Others	Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics.	
Resolving Conflicts and Negotiating with Others	Handles complaints, settles disputes, and resolves grievances and conflicts, or otherwise negotiates with others.	

Collecting and Assembling Information

Competencies that demonstrate gathering and compiling information in various ways.

Competency	Definition
Documenting/Recording Information	Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
Getting Information	Observes, receives, and otherwise obtains information from all relevant sources.
Identifying Objects, Actions, and Events	Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Developing, Learning, and Motivating

Competencies that involve imparting, obtaining, and improving the skills of others and self.

Competency	Definition
Coaching and Developing Others	Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
Developing and Building Teams	Encouraging and building mutual trust, respect, and cooperation among team members.
Guiding, Directing, and Motivating Staff	Providing guidance and direction to staff, including setting performance standards and monitoring performance.
Training and Teaching Others	Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
Updating and Using Relevant Knowledge	Keeping up-to-date technically and applying new knowledge to the job.

Planning and Organizing

Competencies that examine planning and organizing activities and work in order to sustain operations.

Competency	Definition
Coordinating the Work Activities of Others	Getting members of a group to work together to accomplish tasks.
Developing Objectives and Strategies	Establishes long range objectives and specifies the strategies and actions to achieve them.
Monitoring and Controlling Resources	Monitoring and controlling resources and overseeing the spending of money.
Organizing, Planning, and Prioritizing Work	Developing specific goals and plans to prioritize, organize, and accomplish work.
Performing Administrative Activities	Performing day-to-day (routine) administrative tasks such as maintaining information files and processing paperwork.
Scheduling Work and Activities	Schedules events, programs, and activities, as well as the work of others.
Staffing Organizational Units	Recruiting, interviewing, selecting, hiring, and promoting employees in an organization.

Serving the Public

Competencies that demonstrate professional interactions with customers and constituents external to state government.

Competency	Definition
Assisting and Caring for Others	Providing personal assistance, medical attention, emotional support, or other personal care to others such as patients or inmates (as part of assigned job duties).
Communicating With People Outside the Agency	Communicates with people outside of the agency, representing the agency to customers, the public, government (federal, other state or local), and other external sources. Information can be exchanged in person, in writing (electronic or hard copy), or by telephone or email.
Performing for or Working Directly with the Public	Performing for people or dealing directly with the public. This includes serving customers, and receiving clients or guests (applicants, consumers, dependents, patients, inmates, recipients).

Using Physical Aptitude

Competencies that demonstrate the use of various physical skills and abilities to perform work tasks.

Competency	Definition
Controlling Machines and Processes	Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
Handling and Moving Objects	Using hands and arms in handling, installing, positioning, and moving materials, and manipulating objects.
Performing General Physical Activities	Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stopping, and handling of materials.