

Applicant Name _____

Workforce Development Professional Competency Rating Form

Directions: Review the description of the 12 Areas of Competency (page 3). Rate your level of competency on each of the 12 areas using the scale described below. If you rate yourself as 2, 3 or 4 on a Competency Area, indicate how and where you attained that competency. Examples may be education or training, on-the-job experience, or self-directed studies. When citing any of these you must provide enough explanatory detail to justify your rating.

For examples, if you acquire the skill:

- Through education or training, provide the name of the course or class and the name of the education or training providers;
- Through on-the-job experience, describe the relevant work activities; or
- Through self-directed studies, list the books, papers, or other information sources you read or consulted.

Rating Scale

- 1 Possess **little or no** knowledge or skill in area.
- 2 Possess **basic** knowledge or skill in area.
- 3 Possess **intermediate** knowledge or skill in area.
- 4 Possess **advanced** knowledge or skill in area.

Rating Guidelines
Possesses basic knowledge (2): The Applicant would be able to make a 15 minute presentation, *without preparation*, on the subject.
Possesses intermediate knowledge (3): The Applicant would be able to make a one hour presentation, *without preparation*, on the subject.
Possesses advanced knowledge (4): The Applicant would be able to present a one-half day seminar, *without major preparation*, on the subject.

Competency Area/Rating	Detailed Explanation of How and Where Competency Attained
1. History and Structure of the Workforce Development System Self Rating for History and Structure: <div style="text-align: center; font-size: 2em; font-weight: bold;">2</div>	<p>“History of Workforce Development” workshop by Alan St. John at NAWDP Conference 2001 in Philadelphia, PA.</p> <p>“Washington Update” workshop at NAWDP Conference 2003 in St. Louis, MO.</p> <p>Read report from National Skill Standards Board called <i>An Introduction to the Use of Skills Standards and Certification in WIA Programs</i> 2002.</p> <p>Read Mini-Lesson #13 in the <i>Workforce Development Mini-Lessons Book</i>.</p>
2. Career Development Process Self Rating for Career Development Process: <div style="text-align: center; font-size: 2em; font-weight: bold;">3</div>	<p>“Employability Development Planning” seminar held in Hartford, CT, January 23, 2001.</p> <p>I read the article <i>Job Burnout</i> by John M. Angerer in the <i>Journal of Employment Counseling</i> Volume 40 Number 3, September 2003.</p> <p>Read Mini-Lessons #14, 17, and 21 in the <i>Workforce Development Mini-Lessons Book</i>.</p>

Competency Area/Rating	Detailed Explanation of How and Where Competency Attained
<p>3. Labor Market Information</p> <hr/> <p>Self Rating for Labor Market Information:</p> <p style="text-align: center;">2</p>	<p>“Labor Market Information Uses” workshop. Training provided by CareerPoint in Caton, OH, August 31, 2003.</p> <p>Read Mini-Lesson #12 in the <i>Workforce Development Mini-Lessons Book</i>.</p> <p>On the job experience using the Bureau of Labor Statistics website to determine the market in my local area and how it will impact my customers.</p>
<p>4. Diversity</p> <hr/> <p>Self Rating for Diversity:</p> <p style="text-align: center;">4</p>	<p>“Diversity All Over” class at Roe Myles College during Fall semester 2000.</p> <p>Read Mini-Lessons #37 & 41 in the <i>Workforce Development Mini-Lessons Book</i>.</p> <p>“Diversity in the Workplace” training while working at the Urban League.</p> <p>“Working with Multiple Cultures” workshop offered at Florida’s State Conference April 2000.</p>
<p>5. Customer Service</p> <hr/> <p>Self Rating for Customer Service:</p> <p style="text-align: center;">3</p>	<p>“Excellence in Customer Service Process” training through KOG Associates. The training was a series of three workshops held July 12, August 14, and September 10, 2000.</p> <p>On-the-job experience, as I have worked with customers for the past 10 years in workforce development. I have learned through working at the front desk of our office and having to help all the customers who visit the One Stop Career Center.</p> <p>“Don’t Take No For an Answer: Overcoming Business Customer Resistance” workshop presented by Larry Robbins on August 23, 2003.</p>
<p>6. Program Management</p> <hr/> <p>Self Rating for Program Management:</p> <p style="text-align: center;">3</p>	<p><i>NAWDP’s Job Developer’s Marketing Kit for Employment & Training Programs</i>. Published by NAWDP.</p> <p><i>Return on Investment: Guidelines to Determine Workforce Development Impact</i> 2nd Edition by Dennis Benson.</p> <p>“Don’t Take No For an Answer: Overcoming Business Customer Resistance” workshop presented by Larry Robbins on August 23, 2003.</p> <p>Read eight Mini-Lessons in the <i>Workforce Development Mini-Lessons Book</i>.</p>

Competency Area/Rating	Detailed Explanation of How and Where Competency Attained
<p>7. Interpersonal Relations</p> <hr/> <p>Self Rating for Interpersonal Relations:</p> <p style="text-align: center;">4</p>	<p>“Don’t Take No For an Answer: Overcoming Business Customer Resistance” workshop presented by Larry Robbins on August 23, 2003.</p> <p>“Human Conflict” class at the University of Florida Spring 1998 and Interpersonal Relations and Group Processes class at the University of Florida, Summer A 1998.</p> <p>On the Job Training through Staff Development Workshops held July-Sept 2002.</p>
<p>8. Technology</p> <hr/> <p>Self Rating for Technology:</p> <p style="text-align: center;">2</p>	<p>“Professional Development: It’s All About You!” presented by Mary Ann Lawrence and Linda Lawson in St. Louis for the NAWDP Conference 2003. The workshop covered learning about the website Workforce Tools of the Trade.</p> <p>Read Mini-Lesson #27 in the <i>Workforce Development Mini-Lessons Book</i>.</p> <p>On the job experience using the Workforce Tools of the Trade website, Dept. of Labor’s website, and the Workforce Excellence Network website.</p>
<p>9. General “Helping” Skills</p> <hr/> <p>Self Rating for General “Helping” Skills:</p> <p style="text-align: center;">4</p>	<p>General Psychology class at University of Florida during Summer A 1997.</p> <p>Read Mini-Lessons #15, 18, 35, 38, 39, 40, & 42 in the <i>Workforce Development Mini-Lessons Book</i>.</p> <p>One day seminar: “Post-Placement, Advancement, Retention” by Jodie Sue Kelly held March 31, 2000 in Chicago.</p> <p>On the job training workshops called “Helping Customers to Help Themselves and You;” “The Customer;” and “Providing Assistance to Your Customer.”</p>
<p>10. Job-Search Skills</p> <hr/> <p>Self Rating for Job-Search Skills:</p> <p style="text-align: center;">3</p>	<p>On the job training for Job-Search Skills, presented by managers of the Alachua County One Stop Career Center. May 2001.</p> <p>I read <i>The Anatomy of a Job Fair</i> by Larry Goldsmith, CWDP.</p> <p>On the job experience as I visited the US Chamber of Commerce’s website to learn more about the partnership of local chambers with business and the Job Corp training programs and how it could be used by my customers.</p> <p>Read <i>95 Mistakes Job seekers Make... and How to Avoid Them</i> from Impact Publications 2003.</p>

Competency Area/Rating	Detailed Explanation of How and Where Competency Attained
<p>11. Job-Keeping Skills</p> <hr/> <p>Self Rating for Job Keeping Skills:</p> <p style="text-align: center;">2</p>	<p>Attended Sandi Hastings workshop: "Follow-Up Services: What They Are and How to Provide Them" held October 2001 in Hartford, CT.</p> <p>Read Mini-Lesson #32 in the <i>Workforce Development Mini-Lessons Book</i>.</p> <p>Read article in <i>NAWDP Advantage: Predicting Re-Employment Success for Dislocated Workers</i>, September 2002. Also downloaded free report of Roberta Neault's <i>Laid Off... Then What? Effective Strategies for Career Development</i>.</p>
<p>12. Job-Preparation Skills</p> <hr/> <p>Self Rating for Job Preparation Skills:</p> <p style="text-align: center;">3</p>	<p>On the job experience of working with customers and employers to make sure that my customer understands what is going to be expected of him or her at the new job. Also learned while writing a curriculum to teach to the customers about general skills which are necessary for most job.</p> <p>I read <i>No One is Unemployable</i> by Debra Angel and Elisabeth Harney.</p> <p>I read <i>The Anatomy of a Job Fair</i> by Larry Goldsmith, CWDP.</p>