

# INTERNSHIP CORE COMPETENCIES PROFILE

## Management Internship Program (MIP)

### INTERN PROFICIENCY REQUIREMENTS

**27 CORE COMPETENCIES**

**Communication Cluster**

Communicates Interpersonally
Communicates in Writing
Presents Informally / Formally

COMPETENCY DESCRIPTION
Listens effectively and expresses ideas, both verbally and non-verbally, to achieve understanding
Expresses ideas in writing in a clear, concise and organized manner for a variety of audiences.
Presents prepared information in a clear and organized manner to a variety of audiences using appropriate delivery tools.

ENTRY SKILL LEVEL			
I	II	III	IV

GRADUATE SKILL LEVEL			
I	II	III	IV

**Interpersonal Cluster**

Provides Customer Service
Resolves Conflict
Respects Others / Builds Trust
Team Player

Works to create customer-focused service and solutions.
Brings conflict and dissent into the open at the earliest opportunity to arrive at constructive solutions while maintaining positive relationships.
Interacts sensitively, respectfully and in a non-judgemental manner to develop and maintain co-operative relationships. Models the values of the organization and demonstrates integrity in all actions.
Facilitates team effectiveness by participating actively and in ways that respect the needs and contributions of others.



**Leadership Cluster**

Coaches for Competency
Creates and Innovates
Demonstrates Political Acumen
Fosters Collaboration and Partnerships
Fosters Vision, Mandate and Values
Leads People
Values Diversity

Facilitates the ongoing development of individual and organizational knowledge, skills and abilities / attributes.
Cultivates new approaches to accomplish goals and solve problems
Uses knowledge of situations, systems, and cultures inside and outside an organization to identify potential impacts and to influence decisions.
Provides an integrated service and works together with individuals, communities and / or organizations to enhance service.
Models and promotes high personal and professional standards that support the organization's vision, mission and values. Shares goals, objectives and ideas to encourage others to work towards the vision.
Sets an example and a direction for others by acting as a role model. Inspires a positive attitude toward work and motivates others toward vision and goal achievement.
Understands, supports and promotes the worth of individual and group differences for the benefit of individual employees, the organization and the community as a whole.



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#### Managing For Results Cluster

Achieves Quality Results	Pursues excellence while achieving results within defined parameters.
Builds Strategic Performance	Contributes to the organization's strategic performance by developing individual and / or group goals and aligning these goals with organizational objectives. Monitors, manages, and evaluates performance to achieve desired results.
Demonstrates Business Acumen	Demonstrates an understanding of industry trends, business concepts, economic development, as well as the possibilities and constraints of the environment in which service is provided. Takes advantage of opportunities that enhance the value of the product or service.
Demonstrates Financial Responsibility	Demonstrates an understanding of financial management policies, principles, processes and the impact of decisions in a public sector environment. Uses budgeted resources responsibly to contribute to organizational goals.
Facilitates Meetings	Uses appropriate interpersonal styles and methods to participate in or to guide others toward a meeting's objectives.
Manages Change	Demonstrates flexibility and effectiveness with changing environments, tasks, responsibilities and people.
Plans, Organizes and Follows-Up	Establishes and plans a clear course of action, involving others as appropriate, managing activities and monitoring results to accomplish a specific goal.


#### Self Management Cluster

Commits to Life Long Learning	Continuously acquires and applies knowledge, skills and abilities / attributes to enhance performance, growth and employability.
Displays Initiative	Is a self starter; seeks out and / or willingly accepts new challenges, responsibilities and assignments.
Manages Stress	Maintains stable and effective performance under pressure or demanding challenges.


#### Thinking Cluster

Analyzes	Observes, identifies, organizes and interprets information to understand the work environment, situations, concerns and opportunities.
Makes Decisions	Commits to a timely course of action using sound judgement and taking into consideration organizational goals, values, resources and constraints.
Solves Problems	Breaks down a problem, situation or process into its component parts, understands the nature of those parts and their relation to one another. Generates timely and well-developed solutions by examining alternatives, risks and consequences.
