

## **JOB COMPETENCY MODEL/BLEUPRINT FOR PROJECT MANAGERS (High-Technology Organization)**

### **A. INTRODUCTION**

This job model includes:

- A summary of the main responsibilities
- A detailed description of the main responsibilities, showing key tasks and performance outcomes/measures
- The core competencies identified as most important for effectiveness in this Job, with descriptions of specific behaviors contributing to effectiveness

Most of the 11 competencies for this job were selected from a set of 35 foundational competencies in the Workitect competency dictionary. The competencies provide a focus for assessment, selection, performance management, development, career pathing, and retention of people in the job.

### **SUMMARY OF MAIN RESPONSIBILITIES**

1. Define and Scope the Work Program
2. Establish and Maintain Relationships with Sponsors
3. Resource the Project
4. Develop the Plan
5. Assign Work and Delegate Responsibility
6. Communicate Progress and Issues
7. Monitor Progress and Readjust Plan as Necessary, Ensure Execution, and Deliver the Product

## **B. DESCRIPTION OF MOST IMPORTANT RESPONSIBILITIES**

### **Responsibility 1. Define and Scope the Work Program**

- Gather relevant information
- Talk to sponsors, customers, and knowledgeable staff
- Determine the project's focus or approach
- Scope the project to available resources
- Re-scope the project as required

#### Performance Criteria

- Customer approval of the project's goals
- Alignment of the project with company's strategic direction and priorities
- Completion of the project with available resources

#### Required Competencies

- Diagnostic Information Gathering
- Analytical Thinking
- Concern for Clarity
- Self-Confidence

### **Responsibility 2. Establish and Maintain Relationships with Sponsors**

- Gather information about sponsors' and customers' needs and concerns
- Understand and respond to sponsors' and customers' needs and concerns

#### Performance Criteria

- Customer satisfaction with the project and project manager
- Sponsor satisfaction with the project and project manager

#### Required Competencies

- Diagnostic Information Gathering
- Impact Awareness
- Interpersonal Effectiveness
- Influencing Others

### **Responsibility 3. Resource the Project**

- Identify staff with the required skills and experience
- Negotiate for resources
- Motivate staff about the project

#### Performance Criteria

- Getting resources with the desired capabilities
- Enthusiasm and time commitment of project staff

#### Required Competencies

- Analytical Thinking
- Interpersonal Effectiveness
- Impact Awareness
- Influencing Others
- Self-Confidence

### **Responsibility 4. Develop the Plan**

- Organize project staff for the project
- Develop work breakdown structure and schedule

#### Performance Criteria

- Thoroughness of the plan
- Extent to which plan takes into account foreseeable risks
- Clarity of the plan to project staff, sponsors, and customers

#### Required Competencies

- Analytical Thinking
- Diagnostic Information Gathering
- Attention to Detail
- Concern for Clarity

### **Responsibility 5. Assign Work and Delegate Responsibility**

- Ensure that each task is assigned to someone on the project team
- Delegate responsibility for managing defined parts of the project to leaders of sub-teams as appropriate

#### Performance Criteria

- Clarity of the project team members' understanding of their own and others' responsibilities



#### Required Competencies

- Concern for Clarity
- Managing Performance
- Fostering Teamwork

#### **Responsibility 6. Communicate Progress and Issues**

- Prepare progress reports
- Hold meetings to communicate progress and issues
- Identify and elevate issues and performance shortfalls

#### Performance Criteria

- Timeliness of communication
- Clarity of communication

#### Required Competencies

- Concern for Clarity
- Fostering Teamwork

#### **Responsibility 7. Monitor Progress, Readjust Plan as Necessary, Ensure Execution, and Deliver the Product**

- Obtain information from project team members about progress and issues
- Ensure that completed work is tested or reviewed, to ensure that it meets required standards of quality
- Compare actual progress, expenditures, and work effort with the project plan
- Revise the plan by adjusting the tasks, schedule, or resources as needed
- Stop the project if it no longer makes sense to continue it

#### Performance Outcomes

- Timeliness with which problems are identified and the plan is adjusted
- Quality of the product
- Customer or sponsor satisfaction with the product

#### Required Competencies

- Diagnostic Information Gathering
- Analytical Thinking
- Results Orientation
- Managing Performance

## C. COMPETENCIES IDENTIFIED AS MOST IMPORTANT FOR THIS JOB

### OVERVIEW OF THE COMPETENCIES BY CLUSTER

I. Task Management	II. People Management	III. Communication and Influence
<p><b>1. Diagnostic Information Gathering:</b> The tendency to seek information from a variety of sources and in a variety of ways, to clarify situations and to facilitate effective planning, decision making, and problem solving.</p> <p><b>2. Analytical Thinking:</b> The ability to develop and implement a logical approach to a problem, by breaking it down into parts and considering each part in a systematic way.</p> <p><b>3. Results Orientation:</b> The tendency to keep the desired end result of one's own or one's unit's work clearly in mind, by setting goals and focusing on them tenaciously until they are achieved.</p> <p><b>4. Attention to Detail:</b> A concern for ensuring that work and information are complete and accurate, by preparing carefully for meetings and presentations, and following up with others to ensure that agreements and commitments have been fulfilled.</p>	<p><b>5. Fostering Teamwork:</b> The ability to get groups to work together cooperatively, by enlisting active involvement, creating a climate for respect and openness, and applying effective techniques for group facilitation.</p> <p><b>6. Managing Performance:</b> The ability to provide direction, assignments, feedback, coaching and counseling to people whom one is managing.</p>	<p><b>7. Impact Awareness:</b> The ability to anticipate the likely effect of actions and events on others and to tailor one's own behavior to achieve a desired effect on others.</p> <p><b>8. Influencing Others:</b> The ability to gain others' support for ideas, proposals, projects, and solutions, through logical argument, appeal to others' interests, and a variety of other indirect strategies.</p> <p><b>9. Interpersonal Effectiveness:</b> The ability to notice, interpret, and anticipate others' concerns and feelings, and to communicate this awareness empathetically to others.</p> <p><b>10. Concern for Clarity:</b> A concern for ensuring that everyone involved in a project understands what is to be done, why, how, when, and by whom.</p> <p><b>11. Self-Confidence:</b> Belief in one's ability to be successful and willingness to be assertive, challenge others, or raise questions in the face of potential opposition.</p>

## **I. Task Management Cluster**

### **1. Diagnostic Information Gathering**

Definition: The tendency to seek information from a variety of sources and in a variety of ways, to clarify situations and to facilitate effective planning, decision-making, and problem solving.

- a) Identifies the specific information needed to clarify a situation or to make a decision
- b) Gets more complete and accurate information, by checking multiple sources
- c) Probes skillfully to get at the facts, when others are reluctant to provide full, detailed information
- d) Routinely makes the rounds, to see how people are doing and to hear about any problems they are encountering
- e) Seeks the perspective of all stakeholders involved in a situation
- f) Seeks out knowledgeable people to obtain information or clarify a problem

### **2. Analytical Thinking**

Definition: The ability to develop and implement a logical approach to a problem, by breaking it down into parts and considering each part in a systematic way.

- a) Makes a systematic comparison of two or more alternatives
- b) Notices discrepancies and inconsistencies in available information
- c) Identifies a set of features, parameters or considerations to take into account, in analyzing a situation or making a decision
- d) Breaks a complex project down into tasks and sub-tasks, and analyzes each task.
- e) Weighs the costs, benefits, risks, and chances for success, in making a decision
- f) Identifies many possible causes for a problem
- g) Carefully weighs the priority of things to be done
- h) Uses project planning tools and techniques, to ensure that all components are addressed and integrated

### **3. Results Orientation**

Definition: The tendency to keep the desired end result of one's own or one's unit's work clearly in mind, by setting goals and focusing on them tenaciously until they are achieved.

- a) Sets challenging but achievable goals
- b) Focuses efforts on a few high-priority goals

- c) Sets clear goals and objectives for meetings and projects
- d) Maintains persistent commitment to goals, in the face of obstacles and frustrations
- e) Exerts unusual, sustained effort over time, to achieve intended results
- f) Demonstrates a high capacity for work; is highly productive
- g) Demonstrates a strong sense of urgency about solving problems and getting work done; pursues objectives aggressively
- h) Does the work of another group or individual when necessary to ensure that a task is done and the project can move forward.
- i) Develops a different approach, when necessary to complete the project on schedule or with the available resources.

#### **4. Attention to Detail**

Definition: A concern for ensuring that work and information are complete and accurate, by preparing carefully for meetings and presentations, and following up with others to ensure that agreements and commitments have been fulfilled.

- a) Focuses on the details of a project when it is necessary to identify risks or problems
- b) Develops and uses systems to organize and keep track of information or work progress
- c) Regularly tracks progress against planned schedule and budget
- d) Considers the risks associated with each task and step of the project
- e) Develops contingency plans and plans to prevent possible problems
- f) Follows up regularly with team members, customers and others outside of the project team, to ensure that the project is progressing according to the plan
- g) Ensures thorough documentation that explains methodology and assumptions
- h) Organizes information or materials for others
- i) Carefully prepares for meetings and presentations

## **II. People Management Cluster**

### **5. Fostering Teamwork**

Definition: The ability to get groups to work together cooperatively, by enlisting active involvement, creating a climate for respect and openness, and applying effective techniques for group facilitation.

- a) Provides opportunities for people to work together as a team
- b) Finds ways to involve team members in project activities outside of their individual tasks
- c) Enlists the active participation of everyone
- d) Promotes cooperation with other work units, including those across organizational boundaries
- e) Listens and responds constructively to team members' ideas
- f) Ensures that all team members are treated fairly and objectively
- g) Recognizes and encourages the behaviors that contribute to teamwork
- h) Creates a climate for honest, constructive feedback
- i) Acknowledges and celebrates team accomplishments
- j) Values the contributions of all team members
- k) Uses group facilitation methods and techniques (e.g., for idea generation and group decision making)
- l) Helps the team evaluate its effectiveness

### **6. Managing Performance**

Definition: The ability to provide direction, assignments, feedback, coaching and counseling to people whom one is managing.

- a) Considers people's strengths, limitations, development goals, and preferences, when assigning tasks and pairing up project team members
- b) Delegates significant responsibility to capable people, but retains ultimate authority
- c) Is available to provide assistance and support, but avoids micro-managing others.
- d) Maintains frequent, informal contact with team members, to assess progress and issues
- e) Provides helpful, behaviorally specific feedback to others
- f) Shares information, advice and suggestions to help others to be more successful
- g) Deals firmly and promptly with performance problems; lets people know what is expected of them by when



### **III. Communication and Influence Cluster**

#### **7. Impact Awareness**

Definition: The ability to anticipate the likely effect of actions and events on others and to tailor one's own behavior to achieve a desired effect on others.

- a) Says or does things to create a desired impression on others
- b) Thinks in advance about the possible impact of own actions and tailors them accordingly
- c) Demonstrates willingness to do manual tasks (e.g., pulling cable), to demonstrate personal commitment to the customer
- d) Identifies and presents information or data that will be persuasive to others
- e) Presents arguments that address others' most important concerns
- f) Creates visually dramatic graphics and presentations
- g) Selects language and examples tailored to the level and experience of the audience
- h) Selects colorful stories, analogies, or examples to illustrate a point

#### **8. Influencing Others**

Definition: The ability to gain others' support for ideas, proposals, projects, and solutions, through logical argument, appeal to others' interests, and a variety of other indirect strategies.

- a) Presents several different arguments in support of a position
- b) Presents data or educates people about the constraints of a problem, in order to persuade
- c) Involves others in a process or decision, to ensure their support
- d) Offers trade-offs or exchanges, to gain commitment
- e) Identifies and proposes win-win solutions
- f) Enlists experts or third parties to influence others
- g) Develops other indirect strategies to influence others
- h) Builds relationships with others who may be able to provide information, resources or assistance
- i) Identifies and targets influence efforts at the real decision makers and those who can influence them
- j) Orchestrates a group decision or result, by first meeting individually with the key decision makers to gain their support
- k) Carefully frames issues and alternatives before seeking decisions or assistance from senior management

## **9. Interpersonal Effectiveness**

Definition: The ability to notice, interpret, and anticipate others' concerns and feelings, and to communicate this awareness empathetically to others.

- a) Notices and accurately interprets what others are feeling, based on their choice of words, tone of voice, expressions, and other nonverbal behavior
- b) Asks questions to draw out others' concerns
- c) Takes time to get to know people personally
- d) Restates others' concerns, to demonstrate understanding
- e) Finds non-threatening ways to approach others about sensitive issues
- f) Understands both the strengths and weaknesses of others

## **10. Concern for Clarity**

Definition: A concern for ensuring that everyone involved in a project understands what is to be done, why, how, when, and by whom.

- a) Ensures that team members understand the purpose of the project within the larger organizational context of \_\_\_\_\_ and the customer's organization
- b) Holds team meetings to review the overall project plan and schedule and clarify any questions about expectations of all team members
- c) Clarifies the roles and responsibilities of everyone involved in the project
- d) Holds meetings to pull together subgroups working on different parts of a project, to discuss and resolve any differences about tasks, approaches, responsibilities, etc.
- e) Ensures that various groups involved in a project communicate what they are doing, to others who need to know
- f) Continually keeps stakeholders informed about progress on the project

## **11. Self-Confidence**

Definition: *Belief in one's ability to be successful and willingness to be assertive, challenge others or raise questions in the face of potential opposition.*

- a) Demonstrates a "can-do" attitude
- b) Takes a stand on important issues
- c) Speaks up when he/she disagrees with a decision or policy
- d) Makes a clear decision to resolve an impasse within the project team