

Tips for Writing Competencies

Start with a statement that describes the competency you've developed and demonstrated through this experience (job). Remember that a competency relates to your skills, knowledge and attributes. A competency statement is best expressed in terms of visible behaviors and often begin with an action verb. Don't be vague—statements like "I'm experienced in sales", "I wrote reports", "I provided customer service", or "I was responsible for handling complaints" could be used by anyone. Instead, give specific examples and give context for your statements.

Here are some sample competency statements:

Communication: Listened effectively to an average of 40 technical support customers a day to better understand their needs and successfully implement solutions.

Research and Analysis: Synthesized findings from 12 research studies on organic blueberry farming to identify best agricultural practices and prepare information sheet distributed to berry farmers in British Columbia.

Project and Task Management: Used customized project management software to coordinate the recruitment and training of 32 new employees over a six-month period.

Teamwork: Collaborated effectively on a cross-functional team of five individuals in the daily operation of a small, independent insurance agency.

Customer Service: Built customer relationships and satisfaction through acquiring strong paint product knowledge, having an interest in the proposed use for the products and providing helpful tips and recommendations.

Reflect on your learning Review your competency statement and think about what you've learned. How did you develop the competency? Where are the gaps in your competency development? Do you feel confident and motivated to use the competency? Which are you most interested in developing further? What other thoughts do you have about this experience?

Communicate your competency in a 750 – 1,000 word assessment of the competency.

1,000 - 1,200 words for graduate competency

