

## Manages and Organizes Information Competency Development Activities

### Competency Definition

Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

### Developmental Activity Levels

#### All (A)

*Applies to all competency levels*

#### Beginner-Basic Knowledge (B)

*A person at the Beginner-Basic Knowledge level has limited experience applying the competency. He/she applies general knowledge in common situations but has limited practical experience in applying the competency in a work environment presenting more complex situations.*

#### Mid-level (M)

*A person with mid-level proficiency has applied the competency repeatedly and successfully in the performance of his/her job but still has much to learn about the advanced aspects or behaviors associated with the competency. A person at this level can usually apply the competency on his/her own.*

#### High (H)

A person at the High level has extensive knowledge of and experience with this competency and can apply the competency exceptionally well on the job without assistance. At this level one is an expert and has enough experience to teach the competency to others.

### Articles, Books, and Websites

There are currently no articles, books, or websites identified for this activity.

### Activities

**M** Before you begin to try to work on a problem, identify the data you will need to reach a solution and how that data can best be obtained. Before collecting any data, determine what you will do with the data and how you will keep track of and maintain the data you collect. Will you be entering it into a database or spreadsheet? How will you capture/record anecdotal data?

**M** Keep a list of resources. Collect or locate references that may help you with future problem solving.

## **Manages and Organizes Information**

### **Competency Development Activities**

Analyze how you currently organize and share information and knowledge. What is working? What is not? What can you do to improve?

**M** Use a calendar and mark dates of major projects or initiatives. Plan a communication schedule for updating people on key milestones accomplished. The communication schedule can be on a weekly, bi-monthly, or quarterly basis

#### **Coaching Suggestions for Managers**

**M** Ask a team member to analyze how your team organizes and shares information, both internally and externally. Ask the team to create recommendations and a plan for implementing them.