

Technology Application

Competency Development Activities

Competency Definition

Uses a variety of electronic products and equipment, such as computers, wireless devices, and two-way radios; uses job-specific software systems and databases to communicate and analyze information in the appropriate format.

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

B "... For Dummies", John Wiley & Sons, 2003.

These friendly guides include volumes on Microsoft Word, Excel, Outlook, Access, PowerPoint and the Internet. For Dummies books use a lighthearted approach, a down-to-earth style, and even cartoons and humorous icons to dispel fears and inspire confidence.

B Millhollon, Mary Millhollon, Murray, Katherine, Microsoft Word Version 2002 Inside Out, Microsoft Press, 2001.

This book provides a thorough overview of the most-used features and functions of Microsoft's popular programs. It includes comprehensive information about the major tasks and tools

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included in both programs.

Activities

B If a new technology may impact your work significantly, consider a temporary assignment in a department applying the technology in order to obtain understanding of its potential benefits and impact.

B Instead of filling out forms and reports by hand, use a computer to electronically fill out these documents.

B Learn new computer applications/programs by sitting down with someone who already knows it to get an initial orientation and then learn it through on the job utilization.

B Take a complex document and then use the appropriate software to try and reproduce it. When you are done, print out the new document and compare it to the original. If your new document does not match, use an expert to coach you through corrections.

B Network with those who are most experienced in the software to learn how to complete critical tasks. Once you learn from your colleagues, maintain a reference log of shortcuts for frequently used functions in each software program.

B Work with senior staff to expand the number of forms that are available electronically. Help create the new automated forms for use in your and other organizations.

B When assessing opportunities for improvements in the work process, consider technology improvements as one of several possible means of improvement and evaluate the cost/benefit implications of each.

Coaching Suggestions for Managers

H Assign staff to complete one or more online training courses. Talk with them beforehand on how to optimize this type of learning and debrief with them afterwards.

B Make performance assignments directing staff to use spreadsheet or other software. Work with a manager who knows spreadsheet software to coach you through the process, focusing on the key techniques for entering data, creating formulas (if appropriate), and formatting reports.

H Create electronic versions of paperwork for which your team is responsible. Encourage your staff to use a computer for routine tasks whenever possible.

H Have employees take Online Learning Center training courses in a specific computer application.

H Work with the training department to administer online learning. Insist that your staff get

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hands-on experience using TSA's Online Learning Center.