LIST OF SKILLS AND COMPETENCIES USED IN PUBLIC SERVICE CAREERS*

University of Minnesota
Humphrey Institute of Public Affairs
Office of Career Services

General Competencies

ORGANIZATIONAL LEADERSHIP
Understands organizational mission: understands ethics & public good: concerned with public trust
Understands governance and administrative systems
Demonstrates ability in conflict management and dispute resolution
Understands how to acquire needed resources
Understands how to use decision making to support mission
Demonstrated systems thinking ability
Understands organizational culture
Is sensitive to diversity and multiculturalism
Able to gather and synthesize information on internal and external environments

MANAGEMENT
Able to analyze and design organizational structures and processes
Understands variety of approaches to decision making
Understands administrative law
Manages workflow
Formulates and analyzes budgets
Demonstrates financial analysis and management
Versed in human resources management (hiring, retention, development, career management)
Manages information and technology
Understands program management
Understands project management
Demonstrates skill in team building and management
Understands task analysis and job design

COLLABORATION
Adept in coalition building
Understands community building
Establishes collaborative relationships and projects

INNOVATION
Able to manage change
Understands creative processes
Capable of systems thinking
Adept at framing issues
Designs experiments and quasi-experiments
Comfortable with risk taking

INTERPERSONAL ABILITIES/PERSOANL CHARACTERISTICS
Able to work well in teams
Self-motivated
Understands conflict management
Able negotiator
Confident in handling new tasks
Flexible in assignments
Attentive to detail
Able to work under tight deadlines
Able to network effectively
Specific Skills

COMMUNICATIONS SKILLS
Effective in public presentations
Able to present technical data
Able to facilitate groups
Knowledgeable about technical report writing
Understands grant writing
Understands proposal writing
Able to write memos under deadline
Able to write in-depth research reports
Fluent in one of more languages in addition to English

ANALYSIS/RESEARCH SKILLS
Understands cost-benefit analysis
Able to do population projection/forecasting
Understands demographic analysis
Knowledgeable about statistical analysis, including multivariate regression
Understands decision analysis
Understands economic modeling
Demonstrates knowledge of program evaluation
Understands qualitative analysis
Able to conduct action research
Able to analyze political support and opposition
Understands stakeholder analysis
Able to conduct budget/fiscal analysis

PLANNING SKILLS
Understands spatial analysis (physical, social, economic, demographic)
Able to do strategic planning
Demonstrates knowledge of program design and planning
Understands organizational design
Able to conduct policy planning for geographic areas
Understands systems analysis and design
Knowledgeable about project design and planning
Understands transportation and infrastructure planning

COMPUTER SKILLS
Skilled in word processing
Understands spreadsheet usage
Able to use statistical packages
Understands database operations
Uses graphics packages
Skilled with internet/WWW
Uses computer assisted cartography
Uses Geographic Information Systems
Knowledgeable about Management Information Systems

*From the Career Services Quality Project, 1995, based on surveys of students, faculty and senior fellows at the Humphrey Institute and a four-state survey of employers.*