

## Levels of Competency Development

Definition of proficiency levels and examples of common action words to describe them.

Level of Mastery	Definitions	Examples of Verbs
1. Basic	<ul style="list-style-type: none"> <li>• The ability to understand, describe and communicate information concerning products, services, tools, and modes of operation.</li> <li>• The ability to understand the different facets of one's role &amp; to incorporate them into daily tasks.</li> </ul>	Identify, name, write, recognize, formulate, choose, explain, indicate, discuss, express, classify, adhere, adapt, modify...
2. Intermediate	<ul style="list-style-type: none"> <li>• The ability to use, apply, collaborate, and frame products, services, tools, modes of operation.</li> <li>• The ability to integrate and to advance a situation or one's environment through actions taken</li> </ul>	Use, apply, manipulate, operate, construct, demonstrate, do, employ, present, show, plan, collaborate, participate, communicate...
3. Proficient	<ul style="list-style-type: none"> <li>• The ability to analyze situations, to provide sound advice, to question products, services, tools, modes of operation, procedures.</li> <li>• The ability to understand the overall system and the integration of its services.</li> </ul>	Analyze, advise, control, discern, conclude, question, compare, judge, interpret, decide, certify, investigate, approve, negotiate, organize, prevent...
4. Advanced	<ul style="list-style-type: none"> <li>• The ability to optimize, improve, develop, carry out product innovation, services, tools, modes of functioning, processes, systems</li> <li>• The ability to understand the overall functioning of the organization and the interaction between its multiple facets.</li> </ul>	Optimize, improve, examine, differentiate, increase, support, maximize, estimate, synthesize, systematize, suggest, assess feasibility, encourage growth, evaluate, influence, develop, innovate, create, conceive, imagine, elaborate, innovate...
5. Expert	<ul style="list-style-type: none"> <li>• The ability to elaborate a plan/vision and to anticipate the level of the products, services, modes of operation, processes, systems, strategies.</li> <li>• The ability to understand the socio, political and economic context in which the organization is evolving.</li> </ul>	Project, anticipate, extrapolate, structure, persuade, convince, predict, project, transform, overcome...