ECU People Capability Matrix: Personal Excellence & Self-Management

Personal Excellence & Self-Management Capabilities

**Creativity & Enterprise**

- **Creative Solutions**
  - Uses a creative approach when researching and considering possible options and solutions. This involves thinking outside the box and looking for solutions that may not be traditional but will still achieve desired results.

- **Flexibility & Adaptability to Changing Environments**
  - The ability to understand and interpret the internal and external forces affecting the job and the organisation. Includes the identification of new developments, trends, technologies etc and the capability to plan and respond accordingly to these factors within the context of the position and strategic direction of the organisation.

- **Innovation**
  - The ability to develop, investigate and take on board out-of-the-norm ideas/suggestions and putting these into practice resulting in novel ways of the way we do things.

- **Influencing & Networking Skills**
  - The ability to influence the decisions, actions or perceptions of others and to be straight-forward and honest when doing so. To create networks which foster a complementary mix of knowledge, skills and abilities, in order to achieve goals and to add value to the organisation.

- **Decision Making & Problem Solving**
  - The ability to investigate, identify and analyse key issues and the associated alternatives, benefits and costs to develop practical solutions. Involves being creative and innovative when developing effective solutions and the ability to manage related risks. Also an understanding of when a decision needs to be escalated to others, and working to try to identify and address potential problems before they arise.

**Service Ethic**

- **ECU Values & Professionalism**
  - Adheres to ECU values and the ECU code of conduct. Acts on personal commitments with respect to these values/behaviours in maintaining aligned professional competence.

- **Customer Focus**
  - Managing and focusing on all aspects of customer service to achieve quality outcomes for all parties involved. Involves identifying customers’ needs and value, managing customer relationships, marketing services to customers and continually executing and improving customer service.

- **Individual Planning & Self Management**
  - The ability to plan and organise own work to maximise the use of time, avoid unnecessary effort and meet deadlines. Includes time management skills, the ability to handle multiple priorities or assignments and to determine when it is necessary to involve others to meet work requirements.

- **Manage External Relationships**
  - The ability to identify, build and maintain formal and informal networks and business relationships that are important to the achievement of job objectives. May include other educational institutions, potential business partners, government, media, professional associations, client groups and stakeholders.

- **Behind the Scenes Support**
  - Supporting those who work behind the scenes, such as administration staff, by adhering to the organisations policies and practices and completing all necessary work with precision and in a timely fashion.

**Personal & Professional Development**

- **Personal Awareness & Effectiveness**
  - The ability to recognise and understand your own moods, sensitivities, biases and convictions and the effects these have on your approach to different situations and others. Having confidence in your own ability and at the same time not being afraid to ask for help. Includes understanding these personal traits and not letting them interfere with work related decision making or professional relationships.

- **Emotional Intelligence and Resilience**
  - Responds with and maintains appropriate strategies for managing workplace emotions in a positive calm manner under all circumstances.

- **Diversity at Work**
  - Includes and lets staff of all backgrounds feel welcome through awareness of and use of appropriate verbal and non-verbal behaviours, no matter what the difference.

- **OHS at ECU**
  - Understands and complies with all relevant occupational safety and health legislation applicable to the employers and employees at ECU.

- **Building a Successful Career**
  - A personal commitment to building a successful and continuing career with the organisation. Includes displaying a willingness to continually learn and expand knowledge base through personal and professional development activities. Seeking guidance and advice from other staff members and aiming to move up and contribute to the organisation.

- **Results Orientation**
  - Demonstrating initiative and commitment towards the completion of predetermined objectives, while focusing on an outcome which contributes to job and organisation success. Includes the ability to balance and prioritise tasks without losing sight of desired outcomes while remaining proactive. Also involves taking ownership of the task and the outcome.

- **Communication Skills**
  - The ability to organise and present information, views and concepts in a concise, understandable and interesting format for a variety of audiences, from the organisation's internal and external communities. Involves determining the most appropriate format and vehicle for delivering information to ensure the audience's understanding of the message and its intent.

- **Interpersonal Skills**
  - The ability to work cooperatively with others to accomplish joint tasks and common objectives. Involves building positive working relationships with others, avoiding ‘win-lose’ confrontations and a focus on presenting and strengthening the ongoing relationship. Showing respect for others’ views and opinions by listening to and discussing these opinions even if they differ from your own.
ECU People Capability Matrix: Teaching

Supporting teaching and learning among both staff and students by understanding the relationship between every job role and the impact it has on teaching and learning.

Adhering to the organisation’s policies and procedures in order to maintain a culture of staff and student teaching and learning.

Teaching Capabilities

- Designs, facilitates & assesses for optimal student outcome

Teaching and Learning

- Designs Experiences for Learning
  - Establishes and maintains a learning environment which has clear, consistent expectations for standards of behaviour.

- Facilitates for Learning
  - Organises, allocates and manages time, materials and physical space to support learning.

- Assesses for Learning
  - Evaluates coursework, exams and other assessment pieces authentically with constructive feedback in a timely manner.

- Teaches with Technology
  - Is familiar with using Blackboard and basic tools within, such as discussion boards and announcements, as well as other relevant technological applications.

- Teaches Online
  - The ability to apply the principles, techniques and practices of effective online learning and teaching.
ECU People Capability Matrix: Research

Conducts, facilitates, supports and applies high quality research

Research, Measurement & Analysis

Research Capabilities

Information Seeking
- Acquires information by using appropriate search and discovery skills of all relevant resources with applicable techniques.

Measurement & Analysis
- The ability to determine the meaning, validity and reliability of research, its relevance and how it can be used to make an informed decision concerning a problem or issue for the work unit and the effect it may have on the organisation.

Formal Review & Improvement Implementation
- Taking part in a formal review of own work to determine if one is meeting individual goals and contributing to the goals of organisation. Assessing work practices and policies to identify the need for improvement or any inadequacies. Taking on board any improvement suggestions and putting these into practice.

Supporting Research in Teaching & Learning
- Supporting research in teaching and learning among both staff and students by understanding the relationship between every job role in the organisation and the impact it has on research in teaching and learning. Adhering to the organisation’s policies and procedures in order to maintain a culture of staff and student research in teaching and learning.

Supporting Research in Teaching & Learning
- Acquires, synthesises, analyses and applies new knowledge. Knows what processes and sources of information are necessary and appropriate to ensure ethical compliance in research, and where to find them. Maintains ethical standards in conducting research and reporting. Maintains ethical standards as to what conclusions and recommendations can be drawn from the research.

Information Seeking
- Understands relevant research methodologies and techniques and their appropriate and ethical application within own research area.

Measurement & Analysis
- Using a skillful and efficient means to conduct research and to report what conclusions and recommendation can be drawn from the research. Knowing what sources of information are appropriate and where to find them.

Formal Review & Improvement Implementation
- Has self-awareness and regularly reflects on how own working and interpersonal style impacts on others. Engages in mentorship, peer support and peer evaluation.

Supporting Research in Teaching & Learning
- Knows the requirements and applies knowledge and the processes used to generate grant applications and/or publications in a clear, rigorous manner.

Ethical Research Practice

Supporting Research in Teaching & Learning
- Collects, analyses and report in a rigorous manner

Supporting Research in Teaching & Learning
- Supervises and Leads high quality research

Supporting Research in Teaching & Learning
- Plans and writes academic publications and grant applications

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ECU People Capability Matrix: Technology

- Student Systems & Support
  - Understanding the relationship between all Centres and Faculties and the direct or indirect impact they have on students. A knowledge of student procedures such as enrolment, graduation and the academic year, as well as student administration and resources systems. Supporting students through the student 'lifecycle'.

- Resource Systems & Support
  - Knowledge of the resources that are available when completing work assignments (e.g. technology, information, financial and intellectual) in an effort to increase job efficiency and effectiveness. Understanding the processes involved with acquiring these resources and what support is available if assistance is required.

- Productivity Tools e.g. Computer Literacy
  - To understand at a minimum the basic functions of a computer and common programs including MS Word, MS PowerPoint, MS Excel, MS Access and MS Outlook. The ability to seek help and update knowledge when need be.

- Efficiency in the Workplace
  - Working individually and with others within the work unit to achieve maximum effectiveness and efficiency using the available resources, while trying to minimise waste of resources and effort. When interdependencies exist, planning and coordinating own work with the work of others to maximise efficiency and productivity.

- Quality Cycle & Incident Reporting
  - Understanding the organisational approach to quality and being able to put it into practice in all work situations. This includes using the ‘Plan, Do, Review, Improve’ cycle in own work, setting up performance indicators and targets, and mapping, reviewing and improving processes and work practices.

Technology Capabilities

Uses technology to enhance productivity

Application of Job Knowledge