Principles of Supervision and Management (PSM) Competencies

- **Followership**: Models caring, sharing, sincerity, and openness with group and for others to emulate. Creates a supportive, inclusive, and fair community in groups. Takes ownership for areas of responsibility and shows appreciation for those that do the same.

- **Personal Capability**: Uses knowledge, attitude, and soft skills to effectively manage self and others.

- **Building and Managing Relationships**: Can identify, initiate, and maintain appropriate communications with others in a way that is of mutual benefit to both self and to others.

- **Managing Conflict and Tension**: Working proactively to prevent conflict and acting appropriately to solve conflict if it arises.

- **Professional Communication**: Communicates in a way that is informative, clear, and creates a vision that is both compelling and empowers others to make good decisions.

- **Leadership Awareness**: Has self-awareness of emotions, abilities and skills and understands how to use capabilities effectively.

- **Coaching and Developing Others**: Assists others in learning and professional development processes and situations.

- **Creates and Inclusive, Trustful Environment**: Creates an environment that is inclusive of diversity and differences of others by supporting group members, being aware of biases, and respective individuals.

- **Team Development**: Assists in team building, team progress, and inter-team dynamics to create an effective and goal oriented group.

- **Team Management**: Can manage a team in such a way that they feel recognized, rewarded, and effective as a team unit.

- **Employee Transitions**
  - Recruiting
  - Onboarding
  - Performance Management
  - Affirmative Action and Equal Employment Opportunity
  - Cyber Security
  - Disability Accommodation
  - Family and Medical Leave Act (FMLA)
  - Corrective Disciplinary Process
  - Workers’ Compensation
  - Risk Management
  - Safety Fundamentals