



Public Works and
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Canada

Travaux publics et
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Canada



IM Competencies

Tom Walters
Organizational Readiness Office

A Whole of Government Approach to IM
28th February 2006

Canada 

The ORO Mandate

The Organizational Readiness Office (ORO) leads a collaborative, enterprise-wide approach to community development, in support of government change initiatives

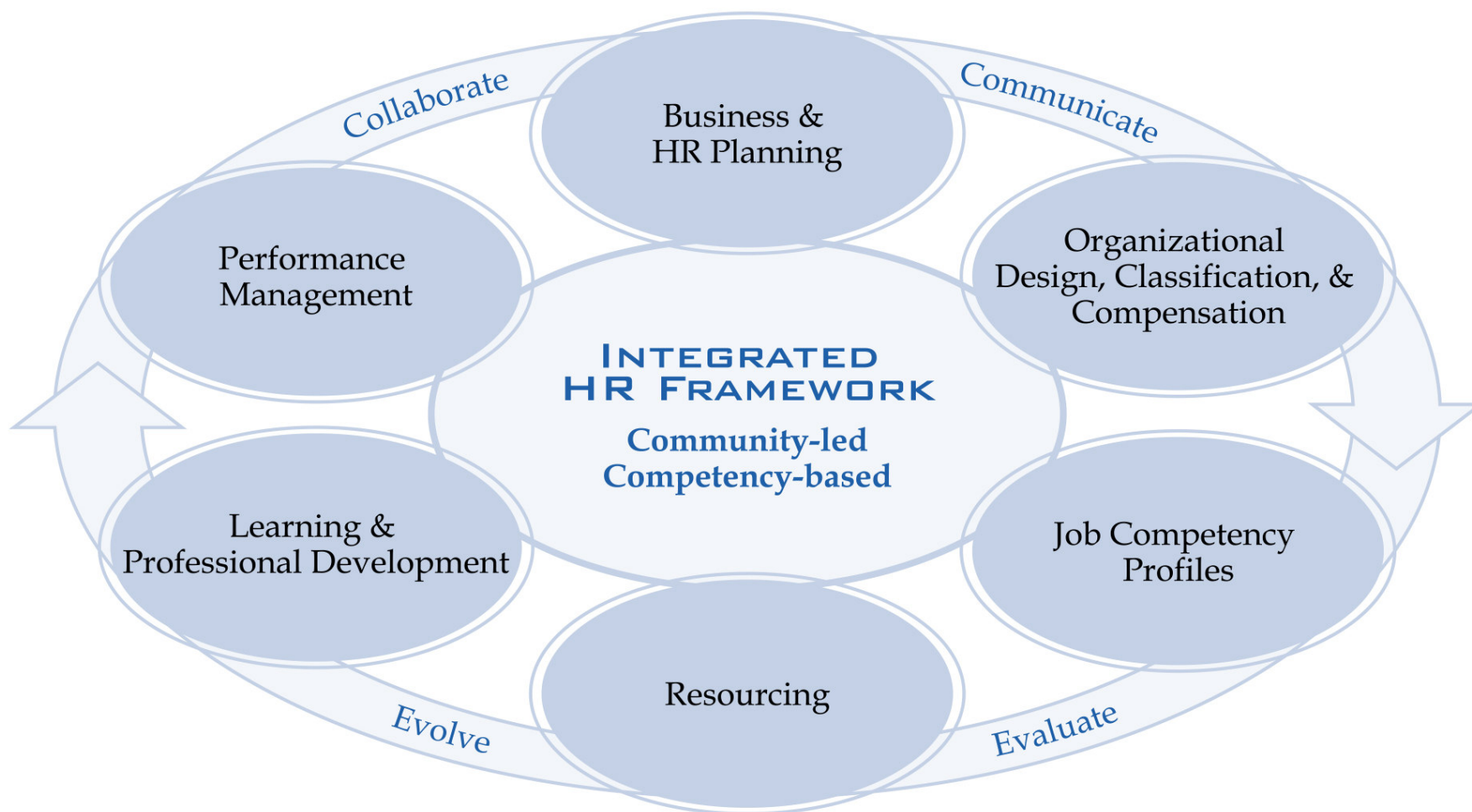


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Competency-based HR Framework



What are Competencies

“Qualifications” - knowledge, skills, abilities and *behaviours* applied and exhibited by employees in performing their work.

- Linked to the strategic objectives and capabilities of the organization.
- Can be used in all aspects of HR management (Organizational Design, Recruitment and Staffing, Training and Development, Performance Management)
- Help to manage not just what is achieved but how it is achieved.



Competency-based Management

TBS endorsed approach to managing HR provided it is:

- Done in a consistent, thorough and fair manner in line with PS legislative / policy and sound CBM practices, and
- Developed in collaboration with key stakeholders, including employees and bargaining agents



IM Competencies - Behavioural

- Visioning
- Client Service Orientation
- Influencing
- Teamwork and Partnership
- Creative Problem Solving
- Planning and Organizing for Results
- Communication



IM Competencies - Technical

- Planning
- Collection, Creation, Receipt and Capture
- Organization
- Use and Dissemination
- Maintenance, Protection and Preservation
- Retention and Disposition
- Evaluation



Use of IM Competencies

- On-line Competency Assessment Tool
 - www.solutions.gc.ca
- Work Descriptions
- Organizational Design



New Developments

- New Leadership Competencies (PSHRMAC)
- Common Behavioural Competency Dictionary for IM /IT /SD Communities
- Certification
 - **Canadian General Standards Board**
- National Standard for IM Competencies





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IM Professional Development and Certification Program

Francine Frappier
Organizational Readiness Office

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Program Overview

Program Origins

- **MGI Implementation Fund**
- **Community driven, supported by the IMC and IM Forum**
- **Endorsed by Treasury Board Ministers**



Turning our Vision into Reality

IM Professional Development & Certification Program

- **In partnership with the Canada School of Public Service and Canadian General Standards Board**
- **Better information management in the GC**
- **Enhanced professional recognition and career development**
- **Greater consistency of skill sets across GC**

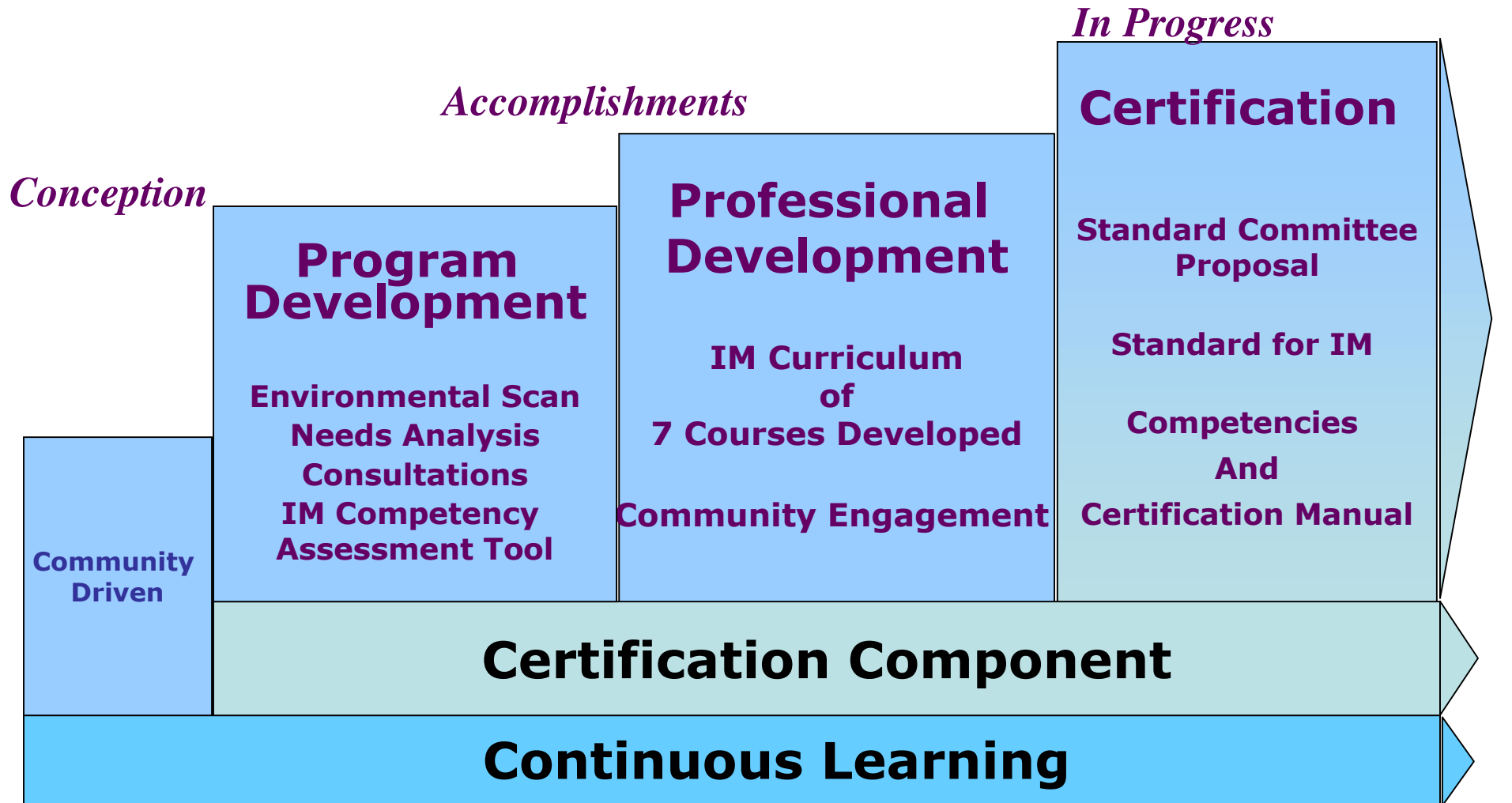


Support for Government Priorities and Initiatives

- **MGI Policy Implementation**
- **Management Accountability Framework**
- **HR Modernization**
- **Shared Services Transformation Initiatives**
- **Learning Policy**



Program Evolution



2004



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2006 ⇒

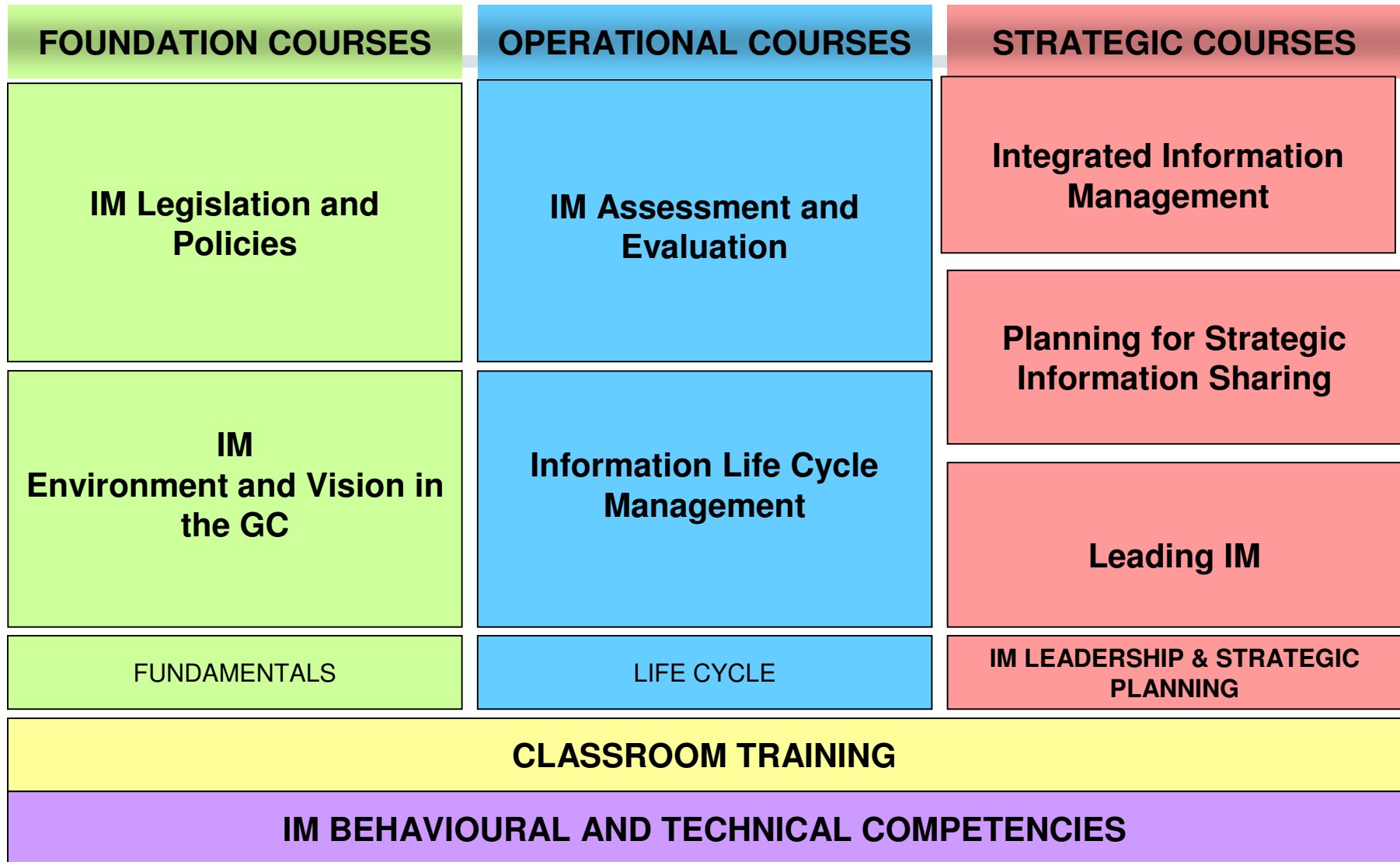
Program Components

A Learning Framework and Toolkit to guide employees through the Program

- **Course Curriculum**
- **IM Certification Manual and Review Panel**
- **Written Certification Exam**



IM Curriculum



Learning Plan - 2006-2007

- **Complete Competency Assessment**
- **Prepare Individual Learning Plan**
 - Refer to the CSPA Catalogue for FY 2006-2007 – identifies courses offered by CSPA
- **Submit Approved Training Application Form**



Next Steps

In the coming months, the ORO - IM Community Office will:

- **Further develop IM Competency Standards**
- **Further develop the *IM Professional Development & Certification Program* with the CPCS and CGSB**
- **Deliver tools and services aligned with the *HRF*, e.g. collective staffing**

