

CalHR Core Competency Model: <http://www.calhr.ca.gov/Training/Pages/competencies.aspx>



Core Competency	PACe eLearning Course Title	Course ID	Type	Duration
<b>Adaptability</b>	Flexible and works well in a variety of situations, and with various individuals and groups. Open to different and new ways of doing things; willing to modify one's preferences and priorities. Builds Consensus   Flexible and Receptive   Stress Management   Prioritization			
	Being a Receptive Communication Partner	<a href="#">comm_35_a03_bs_enus</a>	Course	0.5
	The Importance of Flexibility in the Workplace	<a href="#">_pc_bi_pfb007</a>	Business Impact	0.6
	Setting and Managing Priorities within the Organization: Mission and Goals	<a href="#">lead_11_a01_bs_enus</a>	Course	1
	Setting and Managing Priorities within the Organization: Deciphering Priorities	<a href="#">lead_11_a02_bs_enus</a>	Course	1
	Setting and Managing Priorities within the Organization: Motivation	<a href="#">lead_11_a03_bs_enus</a>	Course	1
	Setting and Managing Priorities within the Organization: Communication	<a href="#">lead_11_a04_bs_enus</a>	Course	1
	Conflict, Stress, and Time Management	<a href="#">cust_07_a03_bs_enus</a>	Course	3.5
	Optimizing Your Work/Life Balance: Maintaining Your Life Balance	<a href="#">pd_06_a02_bs_enus</a>	Course	1
	Optimizing Your Work/Life Balance: Taking Control of Your Stress	<a href="#">pd_06_a03_bs_enus</a>	Course	1
	Take a Deep Breath and Manage Your Stress	<a href="#">pd_30_a03_bs_enus</a>	Course	0.4
	Developing Organizational Agility	<a href="#">_pc_ch_pach024</a>	Challenge	0.15
	How Culture Impacts Communication	<a href="#">comm_48_a01_bs_enus</a>	Course	0.3
	Become a Great Listener	<a href="#">comm_29_a03_bs_enus</a>	Course	0.24
	Managing Change: Understanding Change	<a href="#">mgmt_13_a01_bs_enus</a>	Course	1
	Managing Change: Building Positive Support for Change	<a href="#">mgmt_13_a02_bs_enus</a>	Course	1
<b>Collaboration</b>	Develops, maintains, and strengthens relationships while working together to achieve results. Teamwork   Inclusive   Relationship Building   Conflict Resolution			
	Being an Effective Team Member	<a href="#">team_02_a01_bs_enus</a>	Course	1
	Establishing Team Goals and Responsibilities	<a href="#">team_02_a02_bs_enus</a>	Course	1
	Elements of a Cohesive Team	<a href="#">team_02_a03_bs_enus</a>	Course	1
	Effective Team Communication	<a href="#">team_02_a04_bs_enus</a>	Course	1

	Using Feedback to Improve Team Performance	<a href="#">team_02_a05_bs_enus</a>	Course	1
	The Value of Peer Relationships	<a href="#">pd_17_a01_bs_enus</a>	Course	1
	Developing Strategic Peer Relationships in Your Organization	<a href="#">pd_17_a02_bs_enus</a>	Course	1
	Forming Peer Relationships and Alliances at Work	<a href="#">pd_17_a03_bs_enus</a>	Course	1
	Preventing Unhealthy Workplace Conflict	<a href="#">comm_39_a01_bs_enus</a>	Course	0.5
	Working Out and Through Conflict	<a href="#">comm_39_a02_bs_enus</a>	Course	0.5
	Adapting Your Conflict Style	<a href="#">comm_39_a03_bs_enus</a>	Course	0.5
	Being an Effective Team Member	<a href="#">atm_02_a01_bs_enus</a>	Course	0.5
	Strategies for Building a Cohesive Team	<a href="#">atm_02_a02_bs_enus</a>	Course	0.5
	Effective Team Communication	<a href="#">atm_02_a03_bs_enus</a>	Course	0.5
	Establishing Team Goals and Responsibilities, and Using Feedback Effectively	<a href="#">atm_02_a04_bs_enus</a>	Course	0.5
	Power and Politics in Matrixed Teams	<a href="#">_pc_ch_mgch002</a>	Challenge Series	0.25
	Preparing for a Difficult Conversation	<a href="#">mgmt_36_a01_bs_enus</a>	Course	1
	Having a Difficult Conversation	<a href="#">mgmt_36_a02_bs_enus</a>	Course	1
	Handling Difficult Conversations Effectively	<a href="#">mgmt_36_a03_bs_enus</a>	Course	1
	Workplace Conflict: Recognizing and Responding to Conflict	<a href="#">comm_22_a01_bs_enus</a>	Course	1
	Workplace Conflict: Strategies for Resolving Conflicts	<a href="#">comm_22_a02_bs_enus</a>	Course	1
	Interpersonal Communication: Communicating with Confidence	<a href="#">comm_21_a01_bs_enus</a>	Course	1
	Interpersonal Communication: Targeting Your Message	<a href="#">comm_21_a02_bs_enus</a>	Course	1
	Interpersonal Communication: Listening Essentials	<a href="#">comm_21_a03_bs_enus</a>	Course	1
	Interpersonal Communication: Communicating Assertively	<a href="#">comm_21_a04_bs_enus</a>	Course	1
	Interpersonal Communication: Being Approachable	<a href="#">comm_21_a05_bs_enus</a>	Course	1
				21.75
<b>Communications - Basic</b>	Listens, writes, and presents ideas, opinions, and information in diverse situations. Clarity and Context   Presenting and Facilitating   Active Listening   Influence			
	Interpersonal Communication: Targeting Your Message	<a href="#">comm_21_a02_bs_enus</a>	Course	1
	Interpersonal Communication: Listening Essentials	<a href="#">comm_21_a03_bs_enus</a>	Course	1
	Interpersonal Communication: Communicating Assertively	<a href="#">comm_21_a04_bs_enus</a>	Course	1
	Interpersonal Communication: Being Approachable	<a href="#">comm_21_a05_bs_enus</a>	Course	1
	Interpersonal Communication that Builds Trust	<a href="#">comm_35_a01_bs_enus</a>	Course	0.28
	Be a Better Listener	<a href="#">comm_43_a01_bs_enus</a>	Course	0.47
	Roadblocks to Excellent Listening	<a href="#">comm_43_a02_bs_enus</a>	Course	0.47
	Active Listening Skills for Professionals	<a href="#">comm_43_a03_bs_enus</a>	Course	0.5
	Mastering Active Listening in the Workplace	<a href="#">comm_43_a04_bs_enus</a>	Course	0.6
	Business Writing: Know Your Readers and Your Purpose	<a href="#">comm_19_a01_bs_enus</a>	Course	1
	Business Writing: How to Write Clearly and Concisely	<a href="#">comm_19_a02_bs_enus</a>	Course	1
	Business Writing: Editing and Proofreading	<a href="#">comm_19_a03_bs_enus</a>	Course	1
	Writing for Business	<a href="#">_pc_bi_pabi012</a>	Impact Series	0.1
	Written Communication	<a href="#">_pc_ch_pach015</a>	Challenge Series	0.2
	Business Grammar: The Mechanics of Writing	<a href="#">comm_20_a03_bs_enus</a>	Course	1

	Business Grammar: Punctuation	<a href="#">comm 20 a04 bs enus</a>	Course	1
	Business Grammar: Sentence Construction	<a href="#">comm 20 a05 bs enus</a>	Course	1
	Interpersonal Communication that Builds Trust	<a href="#">comm 35 a01 bs enus</a>	Course	0.28
	Communication Methods that Make Sense – and Make Your Point	<a href="#">comm 35 a02 bs enus</a>	Course	0.34
	Being a Receptive Communication Partner	<a href="#">comm 35 a03 bs enus</a>	Course	0.25
	Communication Challenges: Navigating Choppy Waters	<a href="#">comm 35 a04 bs enus</a>	Course	0.25
	Planning a Presentation	<a href="#">comm 33 a01 bs enu</a>	Course	1
	Creating a Presentation	<a href="#">comm 33 a02 bs enus</a>	Course	1
	Delivering a Presentation	<a href="#">comm 33 a03 bs enus</a>	Course	1
	Writing Effective E-mails and Instant Messages	<a href="#">acm 02 a01 bs enus</a>	Course	0.28
	Sending E-mails to the Right People	<a href="#">acm 02 a02 bs enus</a>	Course	0.28
	Organizing Your E-mail	<a href="#">acm 02 a03 bs enus</a>	Course	0.28
	Using Facilitation Skills as a Manager	<a href="#">mgmt 31 a01 bs enus</a>	Course	1
	Challenges of Facilitating	<a href="#">mgmt 31 a03 bs enus</a>	Course	1
	Be a Better Listener	<a href="#">comm 43 a01 bs enus</a>	Course	0.47
	Roadblocks to Excellent Listening	<a href="#">comm 43 a02 bs enus</a>	Course	0.47
	Active Listening Skills for Professionals	<a href="#">comm 43 a03 bs enus</a>	Course	0.5
	Mastering Active Listening in the Workplace	<a href="#">comm 43 a04 bs enus</a>	Course	0.6
	Listening to Improve Conversation	<a href="#">_pc bi pabi001</a>	Impact Series	0.1
	Effective Listening	<a href="#">_pc ch lach030</a>	Challenge Series	0.25
	Listening with Skill	<a href="#">_pc ch pach002</a>	Challenge Series	0.25
				<b>22.22</b>
<b>Customer Engagement</b>	Creates a connection with internal and external customers through positive experiences and exceptional service in response to current and future needs. Service Centric   Critical Thinking   Problem Solving   Solution Oriented			
	Customer Service Fundamentals: Building Rapport in Customer Relationships	<a href="#">cust 09 a01 bs enus</a>	Course	1
	Customer Service in the Field	<a href="#">cust 09 a02 bs enus</a>	Course	1
	Customer Service over the Phone	<a href="#">cust 09 a03 bs enus</a>	Course	1
	Internal Customer Service	<a href="#">cust 09 a04 bs enus</a>	Course	1
	Customer Service Confrontation and Conflict	<a href="#">cust 09 a05 bs enus</a>	Course	1
	Shaping the Direction of Customer Service in Your Organization	<a href="#">cust 09 a06 bs enus</a>	Course	1
	Extreme Customer Service	<a href="#">36249</a>	Video	0.3
	Thinking Critically: Coming to Terms with Assumptions	<a href="#">pe 01 a01 bs enus</a>	Course	0.43
	Thinking Critically: Getting Your Arms around Arguments	<a href="#">pe 01 a02 bs enus</a>	Course	0.52
	Thinking Critically: Drawing Conclusions with Confidence	<a href="#">pe 01 a03 bs enus</a>	Course	0.53
	Problem Solving: The Fundamentals	<a href="#">pd 12 a01 bs enus</a>	Course	1
	Problem Solving: Determining and Building Your Strengths	<a href="#">pd 12 a02 bs enus</a>	Course	1
	Problem Solving: Digging Deeper	<a href="#">pd 12 a03 bs enus</a>	Course	1
	Moving to Dynamic Problem Solving	<a href="#">39217</a>	Video	0.3
	Identifying and Managing Customer Expectations	<a href="#">cust 10 a01 bs enus</a>	Course	1

	Customer-focused Interaction	<a href="#">cust_10_a03_bs_enus</a>	Course	1
	Creating and Sustaining a Customer-focused Organization	<a href="#">cust_10_a02_bs_enus</a>	Course	1
				<b>14.08</b>
<b>Digital Fluency</b>	Use technology effectively in the performance of one's job. Includes the integration and acceptance of new technology when appropriate. Leverage Technology   Information Security   Systems Management   Data Driven Decisions			
	Business Analysis Competencies: Personal Skills	<a href="#">ib_cbbp_a01_it_enus</a>	Course	1
	Business Analysis Competencies: Professional Effectiveness	<a href="#">ib_cbbp_a02_it_enus</a>	Course	1
	Business Analysis Perspectives	<a href="#">ib_cbbp_a03_it_enus</a>	Course	2
	Using E-mail and Instant Messaging Effectively	<a href="#">comm_17_a01_bs_enus</a>	Course	1
	IT Security for End Users: IT Security Fundamentals	<a href="#">ds_sfeu_a01_dt_enus</a>	Course	1
	IT Security for End Users: Using Corporate Devices Securely	<a href="#">ds_sfeu_a02_dt_enus</a>	Course	0.5
	IT Security for End Users: Secure Corporate Communications and Networking	<a href="#">ds_sfeu_a03_dt_enus</a>	Course	1
	<i>videos.</i>			
				<b>6.94</b>
<b>Ethics and Integrity - Basic</b>	Behaves in a trustworthy, fair, and forthright manner. Respects concerns shared by others and follows through on commitments. Authentic   Reliable   Trustworthy   Credible			
	Introduction to Workplace Ethics	<a href="#">pd_18_a01_bs_enus</a>	Course	1
	Developing a Code of Ethical Conduct	<a href="#">pd_18_a02_bs_enus</a>	Course	1
	Ethical Decision-making in the Workplace	<a href="#">pd_18_a03_bs_enus</a>	Course	1
	Building Trust	<a href="#">pd_15_a01_bs_enus</a>	Course	1
	Rebuilding Trust	<a href="#">pd_15_a02_bs_enus</a>	Course	1
	Leading Teams: Building Trust and Commitment	<a href="#">team_03_a04_bs_enus</a>	Course	1
	Trust Building through Effective Communication	<a href="#">acm_07_a03_bs_enus</a>	Course	0.4
	Developing Your Business Ethics	<a href="#">apd_05_a01_bs_enus</a>	Course	0.26
	Interpersonal Communication that Builds Trust	<a href="#">comm_35_a01_bs_enus</a>	Course	0.28
				<b>6.94</b>
<b>Fostering Diversity</b>	Works effectively in an inclusive workplace where individual differences and perspectives are respected and leveraged to achieve organizational goals. Fair and Equitable   Diversity and Inclusion   Open to Others and New Ideas   Respectful			
	Management Essentials: Managing a Diverse Team	<a href="#">mgmt_15_a05_bs_enus</a>	Course	1
	Managing Workforce Generations: Introduction to Cross-generational Employees	<a href="#">mgmt_20_a01_bs_enus</a>	Course	1
	Managing Workforce Generations: Working with a Multigenerational Team	<a href="#">mgmt_20_a02_bs_enus</a>	Course	1
	Managing Workforce Generations: Working with the 21st-century Generation Mix	<a href="#">mgmt_20_a03_bs_enus</a>	Course	1
	Workplace Management: Global HR, Diversity, and Inclusion	<a href="#">hr_20_a01_bs_enus</a>	Course	1

	Diversity on the Job: The Importance of Diversity and the Changing Workplace	<a href="#">pd_07_a01_bs_enus</a>	Course	1
	Diversity on the Job: Diversity and You	<a href="#">pd_07_a02_bs_enus</a>	Course	1
	Bridging the Diversity Gap	<a href="#">apd_01_a01_bs_enus</a>	Course	0.5
	Your Role in Workplace Diversity	<a href="#">apd_01_a02_bs_enus</a>	Course	0.5
				<b>8</b>
<b>Interpersonal Skills</b>	Interacts positively with courtesy, sensitivity and respect with a variety of individuals and makes every effort to understand and relate to others. Emotional Intelligence   Empathy   Social and Self-Aware   Professional Conduct.			
	Interpersonal Communication: Communicating with Confidence	<a href="#">comm_21_a01_bs_enus</a>	Course	1
	Interpersonal Communication: Targeting Your Message	<a href="#">comm_21_a02_bs_enus</a>	Course	1
	Interpersonal Communication: Listening Essentials	<a href="#">comm_21_a03_bs_enus</a>	Course	1
	Interpersonal Communication: Communicating Assertively	<a href="#">comm_21_a04_bs_enus</a>	Course	1
	Interpersonal Communication: Being Approachable	<a href="#">comm_21_a05_bs_enus</a>	Course	1
	Interpersonal Communication that Builds Trust	<a href="#">comm_35_a01_bs_enus</a>	Course	0.28
	Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	<a href="#">comm_25_a02_bs_enus</a>	Course	1
	Using Emotional Intelligence on the Job	<a href="#">comm_25_a03_bs_enus</a>	Course	1
	Choosing the Right Interpersonal Communication Method to Make Your Point	<a href="#">acm_07_a04_bs_enus</a>	Course	0.5
	What is Emotional Intelligence?	<a href="#">comm_25_a01_bs_enus</a>	Course	1
	Emotional Intelligence at Work	<a href="#">_pc_ch_pach014</a>	Simulation	0.12
				<b>8.90</b>
<b>Innovative Mindset</b>	Demonstrates curiosity, develops new insights, considers creative approaches and applies novel solutions . Learning   Curiosity and Creative   Leverages Opportunities   Measured Risk Taking			
	Generating Creative and Innovative Ideas: Enhancing Your Creativity	<a href="#">pd_09_a01_bs_enus</a>	Course	1
	Generating Creative and Innovative Ideas: Maximizing Team Creativity	<a href="#">pd_09_a02_bs_enus</a>	Course	1
	Generating Creative and Innovative Ideas: Verifying and Building on Ideas	<a href="#">pd_09_a03_bs_enus</a>	Course	1
	Preparing a Business Plan	<a href="#">stgy_10_a01_bs_enus</a>	Course	1
	Performing Key Analyses	<a href="#">stgy_10_a02_bs_enus</a>	Course	1
	Preparing for Implementation	<a href="#">stgy_10_a03_bs_enus</a>	Course	1
	Risk Management: Identifying Risk	<a href="#">stgy_09_a01_bs_enus</a>	Course	1
	Risk Management: Assessing Risk	<a href="#">stgy_09_a02_bs_enus</a>	Course	1
	Risk Management: Dealing with Risk	<a href="#">stgy_09_a03_bs_enus</a>	Course	1
				<b>9</b>
<b>Resilience</b>	Overcomes challenges, does the job, and remains optimistic under pressure and adversity. Identifies issues   Agile   Continuous Improvement   Prudence			
	Forging Ahead with Perseverance and Resilience	<a href="#">pe_03_a01_bs_enus</a>	Course	0.28
	Reaching Goals Using Perseverance and Resilience	<a href="#">pe_03_a02_bs_enus</a>	Course	0.27
	Developing Character for Perseverance and Resilience	<a href="#">pd_26_a01_bs_enus</a>	Course	1
	Achieving Goals through Perseverance and Resilience	<a href="#">pd_26_a02_bs_enus</a>	Course	1

	Bouncing Back with Perseverance and Resilience	<a href="#">pd_26_a03_bs_enus</a>	Course	1
	Problem Solving: The Fundamentals	<a href="#">pd_12_a01_bs_enus</a>	Course	1
	Problem Solving: Determining and Building Your Strengths	<a href="#">pd_12_a02_bs_enus</a>	Course	1
	Problem Solving: Digging Deeper	<a href="#">pd_12_a03_bs_enus</a>	Course	1
				<b>6.55</b>

