

CORE COMPETENCIES FOR EFFECTIVE TECHNICAL ASSISTANCE

Competency Area I: Technical Assistance Relationships

Competency

- a. Uses productive two-way communication to build a collaborative relationship that engages the participation of client
- b. Understands and addresses the changing needs of client through using a variety of strategies and resources
- c. Understands that the client is an integral participant in identifying needs and developing an action plan to address them
- d. Provides leadership that fosters a trusting, reciprocal relationship with client

Competency Area II: Effective Technical Assistance Practices

Competency

- a. Demonstrates expertise in applying research based knowledge and content, best practices, resources, and current technology to address the needs of client
- b. Provides information on different strategies and resources available to client
- c. Uses observation strategies and appropriate tools to objectively observe client/program to determine prescriptive changes needed
- d. Analyzes information from observations to guide the development of program improvement goals with measurable outcomes
- e. Demonstrates flexibility and a positive attitude in delivering assistance to meet the challenges and changing needs of client
- f. Supports goals that require different levels of intensity and timelines through understanding and planning for specific goals
- g. Provides a process for ongoing planning and discussion
- h. Provides support and guidance to client in developing a network of peers working to address similar issues
- i. Uses new knowledge and skills to assist client in capacity building
- j. Employs a broad range of ideas, values and diverse perspectives
- k. Provides well documented assessment and reports

Competency Area III: Professional Responsibilities in Technical Assistance

Competency

- a. Understands the role, purpose and expectations of technical assistance
- b. Understands that client has mutual ownership of the TA process
- c. Demonstrates competence in applying effective technical assistance practices
- d. Committed to using a variety of strategies and resources to best meet the needs of client
- e. Maintains confidentiality in sharing information and discussing strategies
- f. Provides timely services and follow-up that addresses specific needs of client

Competency Area IV: Managing Challenges

Competency

- a. Manages conflict and challenges to change with positive, results oriented strategies
- b. Promotes client to assume leadership role in identifying program needs and implementing plan for improvement
- c. Embraces the use of a variety of approaches, techniques, strategies, resources and innovative thinking to find solutions to challenges
- d. Ensures that client contributes to the creation of solutions for challenges.