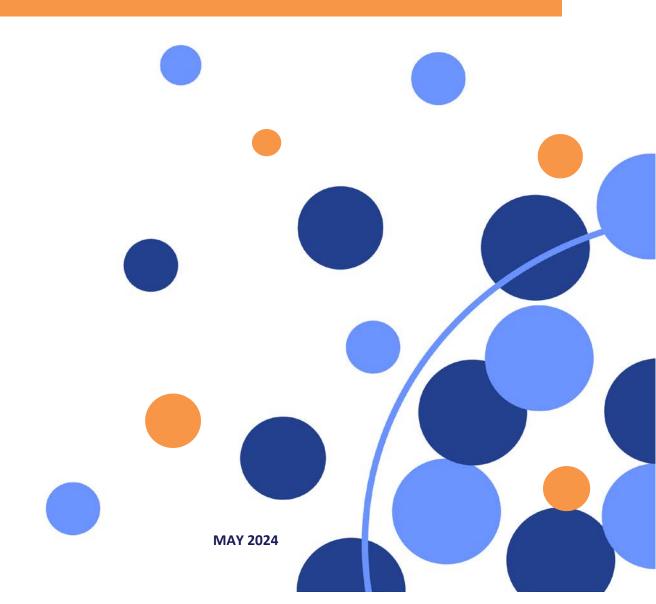


# **OSSOCIATION DES CADRES** DES COLLÈGES DU QUÉBEC

SELF-ASSESSMENT AND PROFESSIONAL DEVELOPMENT TOOL FOR CEGEP SENIOR STAFF



# **TABLE OF CONTENTS**

ACKNOWLEDGEMENTS	3
TOOL PRESENTATION	4
SECTION 1: SELF-ASSESSMENT TOOL	6
1.1 Guidelines	6
1.2 Form: Competency assessment	7
1.3 Guide sheet	13
SECTION 2: PROFESSIONAL DEVELOPMENT PLAN	14
2.1 Reference framework for professional competencies	14
2.2 Form: Professional development plan	16
REFERENCES	18

# ACKNOWLEDGEMENTS

The ACCQ would like to thank all those who made a useful and relevant contribution to the creation of the *Reference framework for professional competencies for CEGEP senior staff* and to this tool, especially Nancy Brassard, who assisted us in the development and drafting of these important documents. The Association also acknowledges the contribution of the senior staff members who took part in the exercise, through their involvement in the advisory group assigned to this operation,<sup>1</sup> as well as the those who participated in the validation exercise.<sup>2</sup>

The ACCQ hopes that this tool will help CEGEP senior staffers discover their potential, identify areas for improvement to enhance their professional development, and above all, recognize their areas of strength in order to achieve their professional goals.

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<sup>&</sup>lt;sup>2</sup> Twenty-two managers from various CEGEPs and holding senior management positions in the four categories set out in the *Classification plan for CEGEP senior staff* took part in the validation phase of the *Reference framework for professional competencies for CEGEP senior staff* held in April 2024.

# **TOOL PRESENTATION**

The desire to enhance the role of CEGEP senior staff members is growing, with a view to attracting and retaining staff. This enhancement in turn leads to ever-higher quality standards.

Today, the vast majority of processes affecting education, teaching, and training are developed using a competency-based approach. The main advantage of this approach is that it "depersonalizes" the assessment process, i.e., it focuses on the competencies required for the position or that individuals should possess to perform their role and duties, rather than on a quantitative or qualitative measurement of their ability to achieve the objectives set by others. Thus, assessment from a "competency" perspective should focus more on the development of required competencies, rather than questioning, through qualitative or quantitative perceptual measures, a given individual's ability to achieve these objectives in the performance of their duties. Perception becomes more developmental and less administrative, making feedback more likely to be accepted and, by the same token, appropriated by the person being assessed.<sup>3</sup> As a result, the competency-based approach also makes for greater accountability on the part of the individuals being assessed, since it is aimed primarily, if not solely, at individual development.<sup>4</sup>

But how do we define CEGEP senior staff members in terms of their professional identity and the competencies that they need to develop? How can we determine the competencies required to be considered a proficient senior staffer? The *Reference framework for professional competencies for CEGEP senior staff* was updated in 2024 to provide criteria in the form of observable, measurable behavioural indicators that can be used as a basis for developing the profession's competencies. In all, it includes sixty-five such indicators (key actions) that can be used to measure the nine competencies deemed essential.

This document is divided into two sections. The first provides a self-assessment tool that enables individuals to reflect on the degree of mastery that they feel they possess concerning each of the competencies required for the profession. The second outlines the elements needed to draw up a competency development plan, with a view to facilitating daily work life.

# What is self-assessment?

Individuals are said to be competent when they demonstrate an ability to act based on both internal and external resources, which can be marshalled and combined in a specific and unique way to deal with a given context or situation. This know-how is never complete, suggesting the possibility of development and evolution of the competencies that make it up.<sup>5</sup>

The framework can be used as a reference tool, particularly for self-assessment and personal reflection aimed at development. In this way, it becomes a guide that enables actual or aspiring senior staffers, on reading the set of competencies required for the job, to carry out an assessment of their own competencies by reflecting on those they believe they have mastered (identity competencies); those they recognize as being in the process of being mastered (potential competencies); or those they believe they need to develop (competencies requiring improvement or representing challenges).

<sup>&</sup>lt;sup>3</sup> Brassard, 2009; Foucher, 2010.

<sup>&</sup>lt;sup>4</sup> Brassard, 2021.

<sup>&</sup>lt;sup>5</sup> Adapted from Brassard, 2021; Foucher, 2010; and Tardif, 2006.

To this end, the reference framework for competencies also becomes a tool that can trigger intentions to take concrete action regarding the behaviours required on the job. As such, it can be presented to any new senior staffer as part of the induction and integration process. In addition, the self-assessment may be useful for the organization's annual or periodic appraisals. By itself, it can trigger development intentions in the self-assessing individual, even before feedback is provided.

# How to use the tool

This document proposes three simple steps:

1. Using the suggested measurement scale,<sup>6</sup> estimate the level of mastery you feel you possess for each of the behaviours presented to you. Add up the total for each item, and record it on the guide sheet provided (see p.13).

2. Following the suggested colour code, you can colour the interactive chart of CEGEP senior staffer competencies to visualize those that require improvement; those that are under development; and those that represent your strengths (see p.13).

3. You can complete your assessment by filling in the form titled Professional Development Plan (see p.16).

Clear and simple, right? Now It's your turn to deal...

<sup>&</sup>lt;sup>6</sup> A whole body of theory guides the development of the scales required to measure behaviours. We will use a six-point measurement scale designed to support the drawing up of a professional development plan pertaining to the competencies of CEGEP senior staffers (Brassard, 2016).

# **SECTION 1 : SELF-ASSESSMENT TOOL**

# **1.1 GUIDELINES**

Take stock of your skills by identifying as accurately as possible the extent to which you believe you express or master the targeted behaviour. This assessment will enable you to take stock of the behaviours you consider necessary for your profession.

Then, having identified your zones of strength and potential, as well as zones for improvement, this assessment will enable you to set professional development objectives based on concrete, well-defined elements. For each behaviour, indicate whether it constitutes a strength (zones 5 and 6); whether it is part of a potential that is currently being developed and for which you are investing effort (zones 3 and 4); or whether it should be included among those requiring more work and effort with a view to improvement (zones 1 and 2). The table below includes a precise wording of each behaviour assessed.

Here is what I believe about this behaviour:

This behaviour needs a lot of improvement; I don't know what this behaviour entails; I don't	1
really have the means to express this behaviour.	
I know what this behaviour entails, but I don't have the means; requires improvement.	2
Under development: I can express this behaviour in certain situations or contexts only; I express	З
this behaviour, but with a lot of effort.	
There's a definite developmental potential here: I express this behaviour more and more	4
frequently in many situations, and in certain contexts; I express this behaviour, but I lack some	
experience or opportunities to express it.	
Constitutes a strength that I recognize and I possess the means to act competently in most	5
situations and in almost all contexts.	
A strength recognized by all: I act competently in all situations and contexts, at the right time	6
and in the right way.	

The measurement scale is presented as follows:

1 2 3	4	5	6
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At the end of each section, as suggested, you should complete the calculation and enter the total. Then transfer the total to the guide sheet on page 13 and divide it by the number of behaviours making up the target competency.

A lot of food for thought!

# **1.2 FORM: COMPETENCY ASSESSMENT**

# **MOTIVATIONAL LEADERSHIP**

I beli	eve that						
1.	I develop and adapt action strategies based on organizational dynamics and CEGEP policy.	1 □	2 □	3 □	<b>4</b>	5 □	6 □
2.	I'm attentive to the health and well-being of our employees.	1 □	2 □	3 □	<b>4</b>	5 □	6 □
3.	I exert my influence for the common good and inspire trust.	1 □	2 □	3 □	<b>4</b>	5 □	6 □
4.	I demonstrate consistency and cohesion in my actions and decisions.	1	2 □	3	4	5 □	6 □
5.	I show managerial courage.	1	2 □	3 □	4 □	5 □	6 □
6.	I share my knowledge and expertise with my colleagues.	1 □	2 □	3 □	4 □	5 □	6 □
7.	I lead transformation or organizational change projects with conviction and assurance, to ensure commitment.	1 □	2 □	3 □	<b>4</b>	5 □	6 □
8.	I recognize, value, and build on each person's strengths.	1	2 □	3	4	5	6 □
9.	I seize every opportunity to develop that the CEGEP affords me.	1	2 □	3	<b>4</b>	5 □	6 □
10.	I'm actively involved in achieving the mission and objectives of the CEGEP's strategic plan with respect to my area of responsibility.	1	2 □	3	4	5	6 □
11.	I support the competency development of the staff under my responsibility.	1 □	2 □	<b>3</b> □	<b>4</b>	5 □	6 □
12.	I provide constructive feedback.	1 □	2 □	3 □	4	5 □	6 □
13.	I ensure that the conditions for collaboration and goodwill are respected and put in place.	1 □	2 □	3	<b>4</b>	5 □	6 □
TOTAL 1: of 78							

#### COLLABORATION

I bel	ieve that						
1.	I assist and support the various stakeholders in achieving their	1	2	3	4	5	6
	objectives.						
2.	I create and maintain positive interpersonal relationships.	1	2	3	4	5	6
3.	I'm developing my business, sharing, and mutual support	1	2	3	4	5	6
	networks.						
4.	I encourage and value diversity of opinion and point of	1	2	3	4	5	6
	view.						
5.	I promote the CEGEP's involvement in my community.	1	2	3	4	5	6
6.	I inform and involve my internal and external partners so as	1	2	3	4	5	6
	to ensure the proper management of files.						
7.	I prefer a dynamic based on concerted action and collective	1	2	3	4	5	6
	strategies.						
	TOTAL 2: of 42						

# COMMUNICATION

I beli	eve that						
1.	I adapt my communications to the context and the people to whom they're addressed, demonstrating objectivity and ensuring that they're understood.	<b>1</b>	2 □	3	<b>4</b>	5	6 □
2.	I ensure the circulation and sharing of the information required to make informed decisions in order to promote meaningful action and a sound management of files.	1 □	2 □	3 □	<b>4</b>	5	6 □
3.	I create meaning through relevant and regular communication activities.	1 □	2 □	3 □	4 □	5 □	6 □
4.	I communicate and support the organization's vision and priorities through my contacts with members of the college community and partners.	<b>1</b>	<b>2</b>	3	4	5	6 □
5.	I clearly state objectives and expectations.	1 □	2 □	3 □	4	5 □	6 □
6.	I listen to the college community and partners.	1 □	2 □	3 □	<b>4</b>	5 □	6 □
7.	I'm able to persuade while demonstrating courtesy and competence.	1	2 □	3 □	4	5	6 □

8.	I'm open and inclusive.	1	2	3	4	5	6	
9.	I encourage the exchange of ideas and lead discussions on the	1	2	3	4	5	6	
	main issues facing the organization.							
10.	I master the main communication tools and promote their	1	2	3	4	5	6	
	effective use.							
	TOTAL 3: of 60							

# TEAM AND WORKFORCE MANAGEMENT

I beli	eve that							
1.	I act preventively and proactively to maintain a good working climate and team cohesion.	1 □	2 □	3 □	<b>4</b>	5 □	6 □	
2.	I make sure to keep abreast of developments and innovations in my sector, and I encourage my teams to embrace change.	1 □	<b>2</b>	3	4	5	6	
3.	I coordinate the activities of my work team with the organizational dynamics of the CEGEP.	<b>1</b>	<b>2</b>	<b>3</b>	4	5	<b>6</b>	
4.	I define the roles and responsibilities of my team members and ensure an appropriate workload.	1 □	2 □	<b>3</b>	<b>4</b>	5	<b>6</b>	
5.	I evaluate my staff and encourage their training and development.	1 □	2 □	3 □	<b>4</b>	5 □	6 □	
6.	I put in place or maintain the conditions required for my team members to embrace the objectives pursued.	1	2 □	3	<b>4</b>	5	6 □	
7.	I recognize the contribution of my team and its members.	1 □	2 □	<b>3</b>	<b>4</b>	5 □	6 □	
8.	I make available to my team the information, tools, and resources needed to provide services.	1 □	2 □	<b>3</b>	<b>4</b>	5 □	6 □	
9.	I ensure the availability and optimal distribution of staff (in terms of numbers and competencies) to help achieve objectives.	1	<b>2</b>	3	<b>4</b>	5	6 □	
	TOTAL 4: of 54							

# FINANCIAL AND MATERIAL MANAGEMENT

I beli	ieve that						
1.	I understand the stakes and risks in my sector and master the tools at my disposal.	<b>1</b>	2 □	<b>3</b>	<b>4</b>	5 □	<b>6</b>
2.	Based on the CEGEP's strategic objectives and priorities, I draw up an action plan for my unit or department, including objectives, required resources, targeted results, and measurement indicators.	1	<b>2</b>	3	4	5	6
3.	I carry out the reporting exercise.	<b>1</b>	2 □	<b>3</b>	<b>4</b>	5 □	6
4.	I carry out periodic monitoring using observable and measurable indicators and plan adjustments or adaptations accordingly.	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	5 □	6
5.	I master the rules of planning and allocating material and financial resources.	<b>1</b>	2 □	<b>3</b>	<b>4</b>	5 □	6
6.	I optimize the use of resources according to the priorities set out in the CEGEP's strategic plan.	<b>1</b>	2 □	<b>3</b>	<b>4</b>	5 □	<b>6</b>
7.	I ensure sound management of public funds and compliance with the various regulations in force.	<b>1</b>	2 □	3 □	4	5 □	6 □
	TOTAL 5: of 42						

# PLANNING AND ORGANIZATION

I bel	ieve that						
1.	I anticipate and assess the implications, constraints, and risks inherent in decision-making.	1 □	<b>2</b>	<b>3</b>	<b>4</b>	5 □	6 □
2.	I ensure the development, implementation, and continuous improvement of procedures and processes.	1 □	<b>2</b>	3	4	5	6 □
3.	I optimize the management of resources required to achieve results.	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	5 □	6 □
4.	I take part in drawing up the CEGEP's development plan, regulations, policies, programs, budgets, and staffing plan.	1 □	2 □	<b>3</b>	<b>4</b>	5 □	6 □
5.	I prioritize the actions to be taken.	1 □	<b>2</b>	3	<b>4</b>	5 □	6 □
6.	I structure the operations schedule to meet deadlines.	1 □	<b>2</b>	3	4	5	6 □
	TOTAL 6: of 36						

# **CRITICAL THINKING**

I bel	ieve that						
1.	I adapt my actions to the changing social, economic, political, technological, and environmental context.	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	5 □	6 □
2.	I adopt a personalized approach to management that meshes with the organizational culture of my environment as part of an evolutionary process.	<b>1</b>	<b>2</b>	3	<b>4</b>	5	6 □
3.	I base my reasoning on evidence-based, contextual data.	<b>1</b>	<b>2</b>	<b>3</b> □	<b>4</b>	5 □	6 □
4.	I take the realities (challenges and issues) of different individuals, groups, and partners into account.	<b>1</b>	2 □	3	4	5 □	6 □
5.	I regularly evaluate the effectiveness of my actions in implementing the CEGEP's strategic plan.	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	5 □	6 □
6.	I'm aware of the scope of my actions and their impact on the CEGEP's reputation.	1	<b>2</b>	3	4	5	6 □
	TOTAL 7: of 36						

# PROBLEM SOLVING

I bel	ieve that						
1.	I develop and maintain a reflective stance and a critical	1	2	3	4	5	6
	perspective as regards my professional practice.						
2.	I look at the various alternatives for making informed,	1	2	3	4	5	6
	innovative, and sustainable decisions.						
3.	I assess the information (facts), identify the problem and the	1	2	3	4	5	6
	stakes, then consult the stakeholders.						
4.	I'm tolerant of ambiguity and uncertainty.	1	2	3	4	5	6
5.	I objectify my ways of being and acting, taking stock of my	1	2	3	4	5	6
	resources and limitations, with a view to continuous improvement.						
	improvement.						
	TOTAL 8: of 30						

# PROFESSIONALISM

I believe that											
1.	I exercise my power and influence ethically and	1	2	3	4	5	6				
	professionally.										
2.	I demonstrate self-control in all situations.	1	2	3	4	5	6				
3.	I base my actions and decisions on the priorities and values of			3	4	5	6				
	my institution.										
4.	I ensure that what I say is consistent with what I do. (I talk the		2	3	4	5	6				
	talk and walk the walk.)										
5.	I'm committed to my professional development, learning		2	3	4	5	6				
	from my mistakes, and ensuring my personal progress.										
6.	I keep up to date with the management trends that influence			3	4	5	6				
	my professional practice.										
7.	I encourage ethical questioning within the CEGEP and my			3	4	5	6				
	work teams.										
8.	I work conscientiously, methodically, and rigorously.	1	2	3	4	5	6				
	TOTAL 9:										

# **1.3 GUIDE SHEET**

Take stock as follows :

- Report each total of your competency assessment.
- Divide each total by the number of behaviours making up the target competency.
- Highlight averages between 0 and 2.5 in red; averages between 2.6 and 4.5 in yellow; and averages between 4.6 and 6 in green.

Total 1 of 78	divided by 13	=	Motivational leadership
<b>Total 2</b> of 42	divided by 7	=	Collaboration
Total 3 of 60	divided by 10	=	Communication
Total 4 of 54	divided by 9	=	Team and workforce management
Total 5 of 42	divided by 7	=	Financial and material management
<b>Total 6</b> of 36	divided by 6	=	Planning and organization
<b>Total 7</b> of 36	divided by 6	=	Critical thinking
Total 8 of 30	divided by 5	=	Problem solving
Total 9 of 48	divided by 8	=	Professionalism

Using the colour codes obtained for each competency, colour (highlight) the interactive competency chart below. You'll then have an overview of your identified zones of strength (in green); those with potential (in yellow); and those in need of improvement (in red).

# INTERACTIVE CHART OF CEGEP SENIOR STAFF COMPETENCY



# **SECTION 2 : PROFESSIONAL DEVELOPMENT PLAN**

Now complete the following Professional Development Plan. Use the reference framework below to identify the competencies that need improvement; those showing potential or are under development; and those that represent personal strengths or strong identity characteristics.

# **2.1 REFERENCE FRAMEWORK FOR PROFESSIONAL COMPETENCIES**

# 1. Motivational leadership

Individuals who master this competency guide and inspire the members of their team to achieve common objectives, building on the values of the institution and their characteristics, while recognizing the contribution of each individual team member. Motivational leaders inspire trust and ensure that the right conditions are in place to foster the commitment, motivation, and mobilization of their team, colleagues, and members of the college community, in a harmonious and collaborative work environment. Such leaders support the development of the competencies of the employees under their responsibility, based on the needs of the organization, as well as on the employees' own aspirations and talents. In this way, motivational leaders foster the development of employees' professional autonomy, initiative, critical judgment, results orientation, and more. In so doing, they ensure that the essential conditions for attracting and retaining staff are put in place or maintained and contribute to the network's reputation as an employer of choice.

# 2. Collaboration

Individuals who master this competency contribute positively to the networks of dialogue and interaction with the various internal collaborators and external partners involved in a given context. They work in concert with others toward a common goal and promote openness and cooperation among stakeholders.

# 3. Communication

Individuals who master this competency demonstrate clear, precise, and transparent verbal and written communication skills, as well as flexibility in adjusting to different contexts, modes, and tools of communication. They practice active listening and create opportunities for dialogue and the sharing of ideas, while ensuring an efficient flow of information.

# 4. Team and workforce management

Individuals who master this competency contribute to and oversee the implementation of all the rules, practices, and behaviours needed to attract, recruit, engage, and foster the development and progression of their staff. This competency also involves deploying strategies to improve the contribution and progress of work teams.

#### 5. Financial and material management

Individuals who master this competency allocate the funds assigned to their unit or department efficiently and effectively, according to the priorities set for the realization of all the projects under their responsibility, whether for their unit, department, or the CEGEP as a whole.

# 6. Planning and organization

Individuals who master this competency contribute to the organization's strategic thinking and decision-making. They identify efficient strategies guided by the CEGEP's mission, vision, and guidelines, and ensure their implementation, in conjunction with the various units and departments. This competency also involves orchestrating activities related to service delivery or projects to be carried out.

# 7. Critical thinking

Individuals who master this competency analyze data from the CEGEP context from a systemic perspective. They understand the expectations and challenges of different groups and partners (internal and external), and take them into account in their strategies.

# 8. Problem solving

Individuals who master this competency synthesize and review a situation in its various components, recognizing the important or underlying issues and extrapolating the judgments relevant to decision-making. This competency involves both the ability to organize elements systematically and compare the various facets of an issue or an obstacle and to define cause-and-effect relationships in order to solve problems as they arise.

# 9. Professionalism

Individuals who master this competency deploy a set of skills and behaviours often related to the ethics and interpersonal capabilities (soft skills) of people in their day-to-day work situation. Their professionalism especially emerges when representing their unit or department on CEGEP committees and official bodies, including the CEGEP board of governors and senior management committee, or in the presence of other external partners.

# 2.2 FORM: PROFESSIONAL DEVELOPMENT PLAN

Indicate two or three behaviours you would like to improve in the coming year:

# **1. TARGET BEHAVIOUR**

Why do you want to improve this behaviour?

Objective /Action to be undertaken

**Resources required** 

Timeframe

# **2. TARGET BEHAVIOUR**

Why do you want to improve this behaviour?

Objective /Action to be undertaken

# **Resources required**

Timeframe

#### **3. TARGET BEHAVIOUR**

Why do you want to improve this behaviour?

Objective /Action to be undertaken

**Resources required** 

Timeframe

# COMMENTS

# REFERENCES

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# COMMENTS AND SUGGESTIONS

CEGEP senior staffers who wish to submit comments or suggestions regarding the reference framework can send them to the following address: <a href="mailto:info@accq.qc.ca">info@accq.qc.ca</a>.