What is a competency?

A characteristic and measurable pattern of knowledge, skill and ability, demonstrated through behaviors, which underlies and drives *exceptional* performance.

Knowledge

A **body of information** relevant to job performance; what people have to know to be able to perform a job.

Skills

The demonstration of a particular talent; it can be a **mechanical skill** or a **verbal skill**.

Abilities/Attributes

Ability: **A talent, visual or spatial acuity, or conceptual thinking.** There is a natural predisposition to these.

Attribute: **A personality predisposition or behavioral tendency** that an individual brings to the job. Can be taught, learned, or altered but probably occurs naturally in some people more than others.