



OCEAN BRIDGE DIRECT ACTION

PERSONAL COMPETENCY MATRIX

Name:		Lived Example	
Date:		Positive	Negative
Competency	<i>Example: Managing conflict, diffusing high-stress situations</i>	<i>When I worked selling camping equipment, one customer was very unhappy with their tent. They wanted the manager, who wasn't available. I stayed calm and listened to their concerns, I could see where they were coming from. I told them I understood, and I offered to teach them how to properly set up the tent.</i>	<i>When I worked in health & safety mgmt., one client was very complex – the program we were responsible for implementing kept expanding and the client was unhappy with our service. I knew my company didn't have the resources for the new scope, so on my next client call I brought my director in for support and decision-making.</i>