

Psychosocial Factor 5

PSYCHOLOGICAL COMPETENCIES AND REQUIREMENTS

Psychological Competencies and Requirements are present in a workplace where there is a good fit between employees' interpersonal and emotional competencies, their skills and the position they hold. Employees possess the skills and knowledge for a particular position as well as the psychological and emotional ability to do the job.



Psychological Competencies and Requirements: **Where to Start?**

Take Action!



Always consider interpersonal/emotional competencies when making hiring and promotion decisions, (“interpersonal/emotional competencies” refer to abilities and capacities to manage emotions and relationships, and to effectively solve challenging interpersonal problems at work).



Orient new employees to interpersonal/emotional competencies needed for their jobs by providing them with the list of interpersonal competencies related to their job and communicate why these skills are important.



Provide training in interpersonal/emotional skills, particularly those required for highly-demanding positions (see Canada School of Public Service Courses listed below).



Be open to discussions with employees about exploring other internal positions that may better match their interpersonal/emotional competencies (i.e. via temporary assignments, acting appointments or career-development discussions).



Perform job hazard analyses required by the hazard prevention program with the assistance of your Occupational Health and Safety Advisor to evaluate the psychological hazards and interpersonal/emotional requirements of the positions of your employees, and develop prevention measures where necessary.

Additional Resources:

- ♦ Canada School of Public Service Courses
 - ♦ [Leveraging Emotional Intelligence \(W010\)](#); and
 - ♦ [Video: Emotional Intelligence](#)
- ♦ [Regulations establishing periods of probation and periods of notice of termination of employment during probation](#)
- ♦ Your Occupational Health and Safety Advisor
- ♦ [Psychological Competencies and Requirements - Workplace Strategies for Mental Health: Facilitator's Guide, Presentation Slides, Facilitator Video, Participant Video](#)

To assess each psychosocial factor, you may use the [Organizational Review Worksheet](#) and [Survey Tool](#) provided by Guarding Minds at Work.

Developed in collaboration with the [Centre of Expertise on Mental Health in the Workplace](#).