

## 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
  - ◆ [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, Participant handout](#)

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](#).