

# 1. Demonstrate awareness of client organization



## Importance

The impact of mastering these competencies is that you:


- Gain or maintain credibility with your client and other stakeholders.
- Align learning with the vision, values, and direction of the organization.
- Contribute to realistic project plans that can be implemented efficiently.

## Supporting competencies and tasks

These tasks contribute to mastery of the supporting competencies (in bold). Put a check mark next to each task or subtask within the supporting competency as you complete it:

<b>1a</b>	<b>Demonstrate awareness of the vision, values, and strategic direction of organization/work unit</b>
<input type="checkbox"/>	Conduct initial research before meeting with clients
<input type="checkbox"/>	Describe the priorities of specific lines of business, functions, or work units
<input type="checkbox"/>	Identify challenges and opportunities in external environments that affect directly the organization/work unit <ul style="list-style-type: none"><li>▸ Safety of participants and program providers  </li><li>▸ Economic stability, business conditions, mergers and acquisitions, and impending legislation</li><li>▸ Accessibility, availability, and reliability of information and communication technology at the program location</li><li>▸ Infrastructure and logistics including venues and services (for example, utilities, transport, catering and accommodation)</li></ul>
<input type="checkbox"/>	Assess implications of this knowledge for performance and learning
<b>1b</b>	<b>Demonstrate knowledge of how work gets done in client organization / work unit</b>
<input type="checkbox"/>	Demonstrate knowledge of organizational structure and functions
<input type="checkbox"/>	Demonstrate knowledge of key inputs and outputs
<input type="checkbox"/>	Demonstrate knowledge of key organization processes
<input type="checkbox"/>	Demonstrate knowledge of how roles communicate in the organization
<input type="checkbox"/>	Demonstrate knowledge of how decisions get made (for example, speed of decision making, who is involved, who has authority, key influencers, consensus versus hierarchy, layers of approval)
<input type="checkbox"/>	Determine how the client will qualify participants to the program

**1C Demonstrate knowledge of client organization/work unit culture**

- ▶ Use language and common acronyms of the organization
- ▶ Identify whether the culture of the client is one that prioritizes relationship building and trust above completing transactions, or vice versa
- ▶ Demonstrate knowledge of the norms, environment, conditions, and demographics of the program participants of the organization/work unit (for example, literacy rates, gender ratio, urban or rural locations, religious requirements)
- ▶ Determine how women are perceived in the organization and the client's awareness of issues related to gender inclusion 

**Key outputs and assessment criteria**

Mastering these competencies typically involves the following outputs. The assessment criteria indicate what would make the output appear to be high in quality.

KEY OUTPUTS	ASSESSMENT CRITERIA
Learning aligned with strategic direction	Organization vision, values, and strategic direction supported
	Specific links to vision, values, and strategic direction included where applicable
	Current or imminent realities in external environment taken into account
Project plans	Appropriate stakeholders involved based on knowledge of organization
	Decision-making norms in the organization reflected
Professional credibility	Demonstrate understanding of the organization/work unit
	Professional credibility acknowledged by clients and other stakeholder