

Systemic Design and the Alberta Public Service (APS) Competency Model

The APS Competency Model is designed to help public servants orient their career and learning goals to deliver on the APS vision and values - to proudly work together to build a stronger province for current and future generations by practicing respect, accountability, integrity, and excellence.

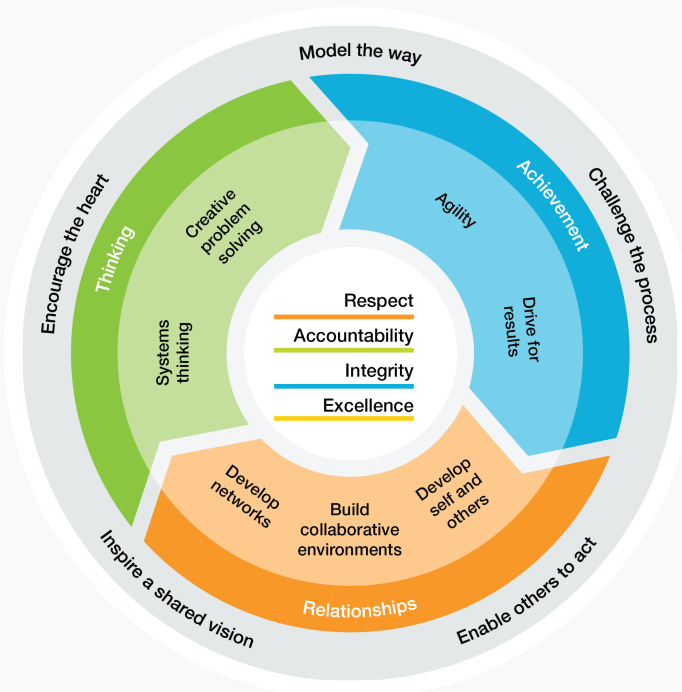
Connecting your learning goals to these competencies can strengthen the organizational and supervisory support you receive toward your aspirations and help you create a line of sight between your desired learning and work objectives.

Including systemic design in your professional development planning is a helpful way to kick-start a conversation between you and your supervisor, or you and your team, around your goals. Below are some ideas and inspiration to get your started - we encourage you to remix these and create your own to suit your needs.

Check out more systemic design resources, learning opportunities, and more on colab.alberta.ca.

APS Competency	Goals/Actions (What?)	Target/Milestone (How?)
Systems Thinking	<ul style="list-style-type: none"> I will improve my working knowledge and abilities related to systems thinking. I will improve my ability to see challenges and opportunities from multiple and differing perspectives. I will learn new tools and approaches to help me and my team understand our work from a systems perspective. I will improve my ability to synthesize trends, implications, and research objectives from both a technological and social innovation lens. 	<ul style="list-style-type: none"> Take Alberta CoLab's Systemic Design Training Intensive. Attend every Systemic Design Community of Practice session over the next year. Create a rich picture of every briefing note I am assigned before writing it. Create a systems map of the working relationships within my team to better understand the interconnections of our work. Integrate systems thinking activities into all project charters.
Creative Problem Solving	<ul style="list-style-type: none"> I will improve my ability to ask clarifying and generative questions. I will learn new tools for idea generation and prototyping new solutions to challenges. I will practice integrating design thinking tools into my work. I will improve my working knowledge and abilities related to co-design and user research. I will explore how to integrate ethnographic approaches into my team's research practices. I will learn and apply integrative thinking in the development of policy options. 	<ul style="list-style-type: none"> Attend every Systemic Design Community of Practice session over the next year. Take Alberta CoLab's Systemic Design Training Intensive. Actively seek out how other jurisdictions are using novel policy solutions in my e-scanning work. Take a lead role to organize a group of my colleagues to take an Acumen-IDEO free online course together. Brainstorm multiple options for consideration with implications for discussion with my team or supervisor.
Agility	<ul style="list-style-type: none"> I will improve my ability to ask clear questions. I will improve my ability to be solutions-oriented in the face of adversity. I will improve my comfort and ability to act in the face of uncertainty or missing information. 	<ul style="list-style-type: none"> Take Alberta CoLab's Systemic Design Training Intensive. Try leading a new activity for the first time in one of the Systemic Design Community of Practice's ELEVATE Workshops.

APS Competency	Goals/Actions (What?)	Target/Milestone (How?)
Drive for Results	<ul style="list-style-type: none"> I will improve my ability to give and receive constructive feedback. I will improve my comfort and ability to try new things and iterate. 	<ul style="list-style-type: none"> Volunteer to be an Activity Lead in one of the Systemic Design Community of Practice's ELEVATE Workshops.
Develop Networks	<ul style="list-style-type: none"> I will grow my team's network of potential partners and collaborators. I will identify and act on opportunities to collaborate to achieve desired outcomes. I will grow my network of external colleagues and stakeholders in order to understand the broader context in which I work. I will improve my ability to understand and act on user needs and expectations. 	<ul style="list-style-type: none"> Regularly attend Alberta CoLab's Systemic Design Community of Practice. Regularly attend Alberta CoLab's Systemic Design eXchange (SDX). Actively participate in conversations related to systemic design tools and methods on Yammer. Participate in a cross-sectoral learning opportunities, like a conference.
Build Collaborative Environments	<ul style="list-style-type: none"> I will improve my ability to use systemic design tools and approaches for collaborative problem-solving. I will improve my ability to facilitate multi-stakeholder and cross-ministry conversations. 	<ul style="list-style-type: none"> Regularly attend Alberta CoLab's Systemic Design Community of Practice. Take Alberta CoLab's Systemic Design Training Intensive. Design and facilitate my team's monthly staff meeting using systemic design tools. Design and facilitate one stakeholder workshop using systemic design methods.
Develop Self and Others	<ul style="list-style-type: none"> I will create a safe environment where my teammates can develop new skills. I will encourage the exchange of information and flow of ideas with others. I will seek opportunities to develop systemic design capacity through information sharing, training, and ongoing practice. 	<ul style="list-style-type: none"> Champion the existence of communities of practice as a learning tool. Actively support my team to participate in communities of practice. Model the way by leading a systemic design workshop with my team.



The **APS Competency Model** demonstrates how the competencies enable APS members to live and deliver on APS vision and values. The model is organized into three groupings, reflecting behaviours necessary for exceptional performance across the Government of Alberta.

Three competency groups identify important aspects for success:

- Thinking - competencies related to systems thinking and creative problem solving.
- Achievement - competencies related to agility and drive for results.
- Relationship - competencies related to developing networks, bringing people together, and developing self and others.

At the core of the competency model are our APS values:

- Respect – each individual is valued and heard.
- Accountability – we are responsible for our actions and for contributing to the effectiveness of the public service.
- Integrity – we behave ethically and are open, honest and fair.
- Excellence – we use innovation and continuous improvement to achieve excellence.