

Guiding Questions for Enabling Competency Responses

The purpose of this document is to help guide you through documenting your enabling competency responses. Please click on the question that you feel applies to your role. Use the guiding questions to help you format your response and meet the requirements as set in our Practical Experience Requirements. Please note that although you are required to answer every question to a level 2 by the time you complete the practical experience requirements, you do not need to answer every question every time you report. If you're reading through the questions and they do not seem to apply to your role – it should be an indicator for you to focus on developing that competency area..

Question 1: Acting Ethically and Demonstrating Professional Values

Question 2: Solving Problems and Adding Value

Question 3: Communicating

Question 4: Managing Self

Question 5: Collaborating and Leading

Question 1 — Acting Ethically and Demonstrating Professional Values

At times CPAs may come across situations where demonstrating ethical and professional behaviours are not as simple as it may seem. These situations may be where you felt a tension between your professional values and achieving a particular objective at work, such as feeling pressured to:

- take on work that exceeds your current abilities
- relax a policy or take a shortcut
- omit relevant information or present information in a particular light to meet someone's expectations
- not report time or costs on a project
- disclose confidential information

Please note these examples are for illustrative purposes only, other situations may apply.

Question 2 — Solving Problems and Adding Value

CPAs are relied upon as problem solvers and often lend their expertise to improve different functions at work. Opportunities to add value can come in many forms, such as:

- adapting your work to new standards or processes
- performing an established process or task with new technology
- optimizing efficiency
- correcting an error
- enhancing a service offering

Please note these examples are for illustrative purposes only, other situations may apply.

Question 3 — Communicating

CPAs are often required to translate complex concepts for individuals with diverse backgrounds. Communicating clearly and concisely takes practice and requires understanding the needs of the other party. Consider when you:

- explained financial information to a non-financial user
- presented information using visual aids rather than text
- gathered information from a client or stakeholder
- used multiple methods of communication to achieve your goals
- altered your communication to use available technology

Please note these examples are for illustrative purposes only, other situations may apply.

Question 4 – Managing Self

As professionals, CPAs are called upon to meet expectations of supervisors, colleagues, and clients. Understanding your strengths and weaknesses, and how to manage them, is an essential skill that develops over time. Consider a situation where you were disappointed in your performance because you:

- had trouble controlling your emotions
- missed a deadline or a commitment
- made an error in your work
- wished you would have spoken up sooner or at all
- were inefficient at managing your time
- misunderstood a request

Please note these examples are for illustrative purposes only, other situations may apply.

Question 5 – Collaborating and Leading

CPAs are continually required to work as part of a team and are often required to act as leaders in their workplace. Working towards a common goal with others can be complex when you have to:

- integrate a new team member or integrate yourself into a new team
- follow or create a new process
- allocate work or resources
- navigate different opinions or personalities
- achieve consensus when there are many potential solutions
- manage competing deadlines or priorities

Please note these examples are for illustrative purposes only, other situations may apply.