

NASPAA Universal Competencies

Standard 5 Matching Operations with the Mission: Student Learning

5.1 Universal Required Competencies: As the basis for its curriculum, the program will adopt a set of required competencies related to its mission and public service values. The required competencies will include five domains: the ability

- to lead and manage in public governance;
- to participate in and contribute to the policy process;
- to analyze, synthesize, think critically, solve problems and make decisions;
- to articulate and apply a public service perspective;
- to communicate and interact productively with a diverse and changing workforce and citizenry.

California State University, San Bernardino

MPA Learning Objectives

Competency: to lead and manage in public governance.

Objective 1: Demonstrate knowledge of and ability to achieve predetermined goals in diverse groups or organizational settings

Objective 2: Demonstrate self-awareness and empathy toward others while assessing contextual challenges and opportunities and facilitating effective public governance and democratic values

Objective 3: Demonstrate knowledge of leadership styles and contemporary management techniques for public sector agencies.

Objective 4: Demonstrate ability to manage financial, human, and information resources of public sector organizations

Competency: to participate in and contribute to the public policy process

Objective 1: Identify major policy areas

Objective 2: Articulate the policy-making process and its political context

Objective 3: Apply the key steps of policy management

Objective 4: Demonstrate ability to make policy recommendations supported by rationale

Competency: to analyze, synthesize, think critically, solve problems and make decisions

Objective 1: Identify challenges, opportunities and stakeholder interests in a public sector in decision-making situations

Objective 2: Critique and evaluate alternatives for decisions.

Objective 3: Select appropriate tools for decision making to meet management objectives.

Objective 4: Recommend an action supported by evidence and reasoning

Competency: to articulate and apply a public service perspective.

Objective 1: Identify distinctive features in the environment of the public sector

Objective 2: Articulate the unique responsibilities and dilemmas of public service professionals

Objective 3: Define public service motivation and explain how to support that motivation

Objective 4: Apply ethical and public service values to policy and management

Competency: to communicate and interact productively with a diverse and changing workforce and citizenry

Objective 1: Demonstrate empathy, sensitivity, and responsiveness to people with diverse characteristics.

Objective 2: Articulate the concepts, skills, and procedures for managing diverse work forces.

Objective 3: Present information, in writing or in speech, in both in-person and virtual environments, accurately, and clearly tailored to the audience's needs.

Objective 4: Demonstrate an understanding of how to productively work in teams demonstrating professionalism while understanding the concerns of others.