



CHA Tenancy Management Capability Framework

Capability
Assessment Tool

Supporting your development

Understanding strengths and development areas

It's valuable to understand where your strengths lie and where to focus on development. To do this, staff and their managers can (individually or together):

1. Read and understand the capability level for the role level that the staff member has, or the one they aspire to, by reviewing the capability description and the capability level descriptions.
2. Have a conversation about the capability descriptions in context of the role and organisation: some words can mean different things to different people, or in different contexts.
3. Note capabilities that are of particular importance –indicating which ones are 'Essential', 'Important' or 'Nice to Have' in order to be effective in the role and to support achievement of outputs or outcomes for the year.
4. Review the 'Essential' and 'Important' capabilities again and self-assess to categorise the capabilities as a 'strength', 'competent', or 'development needed'. This will help to understand which capabilities are best to focus on.
5. Note down the agreed capabilities to work on. Aim for three or four.



Development activities

To develop your selected capabilities:

- Discuss and agree on development opportunities such as training, peer learning or on-the-job activities.
- Capture agreed development in our personal development plan
- Work with your manager to make time to complete development activities and reflect on what you learned from them.

Note: Development isn't a 'one size fits all'. What one person may need to develop or grow a capability can be different to someone else developing the same capability depending on the part of the organisation they are in, their experience and background, and preferred way of learning.



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Capability Assessment Tool

Use this tool to help you identify the capabilities to focus on

Category	Capability	Important to be effective		Strengths and development areas			Chosen capabilities to focus on	
		Essential	Important	Nice to have	Strength	Competent	Development needed	Chosen focus area?
Personal Leadership	Open-mindedness							
	Being your best self							
	Keeping Safe							
Working with Others	Partnering							
	Knowing and empowering your tenant							
	Teamwork							
	Cultural responsiveness							
	Communication							
Performing and Delivering	Planning and prioritising							
	Quality focus							
	Analysing and problem solving							