

**ABE Support Professionals Certificate  
Competency Worksheet**

**Domain 3: Customer Service**

**Competency A: Cultural Awareness and Understanding ABE Populations**

1. *Staff recognize and value the backgrounds and circumstances of their learner populations, including culture and language for English language learners*
2. *Staff demonstrate a basic knowledge of adult learning theory*

**Date and location of training:** \_\_\_\_\_

**Trainer name:** \_\_\_\_\_

A lot of training and professional development happens outside of conferences or regional events. You may be able to receive credits toward the **ABE Support Professionals Certificate** for participation in training that happens in your program, district, in community education, or through an online course, for example. To do so, you need to report on the training received and how you have applied that in your work context. Please provide a brief response to each of the questions below:

1. What did you learn in the training about working with students in your program that was new to you? How will the training help you to do your job better?
  
  
  
  
  
  
  
  
  
  
2. What did you learn in the training about how adults learn? How will the training help you to do your job better?
  
  
  
  
  
  
  
  
  
  
3. What additional training would be helpful?

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**Competency B: Effective Client Communication**

1. *Staff create a positive atmosphere conducive to student learning from initial contact to program exit*
2. *Staff are sensitive and respectful in all communications with adult clients, including non-native English speakers or clients with disabilities*
3. *Staff can find and use tools and strategies to communicate with diverse learners*

**Date and location of training:** \_\_\_\_\_

**Trainer name:** \_\_\_\_\_

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1. What did you learn in the training about how to communicate effectively with diverse students that was new to you (especially for learners who are non-native English speakers, or have disabilities)? How will the training help you to do your job better?
  
  
  
  
  
  
  
  
  
  
2. What do you do in your own work to create a positive environment for students? How will the training help you to do your job better?
  
  
  
  
  
  
  
  
  
  
3. What additional training would be helpful?

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**Competency C: Conflict Resolution**

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| <ol style="list-style-type: none"><li>1. <i>Staff have skills and strategies to effectively work with difficult people and situations</i></li><li>2. <i>Staff use negotiating skills effectively</i></li></ol> |
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**Date and location of training:** \_\_\_\_\_

**Trainer name:** \_\_\_\_\_

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1. What did you learn in the training about working effectively with difficult people and/or situations that was new to you? How will the training help you to do your job better?
  
  
  
  
  
  
  
  
  
  
2. What negotiating skills have you used in your own work? How will the training help you to do your job better?
  
  
  
  
  
  
  
  
  
  
3. What additional training would be helpful?