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| **Governor’s Office of Community Service (OCS)**  **National Service Professional Development Framework** | | | | |
| **Introduction**  The National Service Professional Development Framework is designed to provide AmeriCorps staff members with a strategic tool for their professional development needs and a pathway to utilize in pursuing their professional development goals. The framework was designed in conjunction with AmeriCorps staff and as a reflection of their collective priorities and aspirations, as well as the requirements of the Corporation for National Service and the Montana Commission on Community Service. | | | | |
| **Professional Development Purpose and Vision**  Montana AmeriCorps program staff aspire to be nationally recognized for their collective efforts in meeting community needs through best-practice program management, effective member development practices, and the cultivation and maintenance of strong partnerships. The OCS Strategic Development Framework is designed to provide program staff with a clear understanding of the knowledge, skills and abilities required to meet this vision with the tools and resources necessary for planning and obtaining professional development. | | | | |
| **Core Objectives** | | | | |
| **Leadership** | **Content Expertise** | **Community Engagement** | **Critical Thinking** | **Resiliency** |
| **Goal:** Staff strive to develop and improve their leadership competencies and utilize advanced leadership skills and practices in their roles. | **Goal:** Staff demonstrate compliance and excellence in the administration and oversight of AmeriCorps programming and CNCS grant funding. | **Goal:** Staff exhibit strong relationships to communities served through the incorporation and execution of community building practices. | **Goal:** Staff exercise a variety of critical thinking skills and tactics in their approach to program design, program development and long-term planning. | **Goal:** Staff invest in the development and utilization of personal and organizational practices aimed at managing stress and increasing quality of life. |
| **Desired Competencies** | | | | |
| 1. Developing a Vision 2. Communication 3. Supervision 4. Team Development | 1. Grant Management 2. Marketing & Outreach 3. Member Management 4. Program Management | 1. Civic Engagement & Service 2. Community Awareness 3. Community Involvement 4. Equity and Inclusion | 1. Design Thinking 2. Logic Modeling 3. Problem-Solving 4. Strategic Planning | 1. Peer-Connections 2. Personal Management 3. Self-Awareness 4. Self-Care |
| **Associated Knowledge, Skills and Abilities** | | | | |
| * Assertive Communication * Coaching & Teaching * Conflict Resolution * Discipline * Facilitation * Feedback * Motivation * Public Speaking * Team Building * Technical Writing * Visioning * Work Planning | * Financial Oversight * Grant Compliance * Grant Reporting * Member Compliance * Member Recruitment * Performance Oversight * Program Compliance * Program Evaluation * Program Marketing * Program Outreach * Record Keeping * Training & Education | * Accessibility & Inclusion * Asset Mapping * Civic Engagement * Community Entry * Cultural Competency * History of Service * Institutional Equity * Meaning of Service * Needs Assessment * Partnership Development * Stakeholder Engagement * Volunteer Management | * Creativity & Brainstorming * Decision-Making * Empathetic Design * Evidence Based Practice * Experimentation * Gap & Opportunity Analysis * Goal Setting * Ideation * Intervention Development * Problem Identification * Program Assessment * Theory of Change | * Core Values * Emotional Intelligence * Future Planning * Growth Mindset * Mentoring Opportunity * Personal Organizational Skills * Personal Motivations * Organizational Practices * Prioritization * Self-Care Strategies * Time Management * Work-Life Balance |

**Development Needs Assessment for**

**AmeriCorps Program Professionals**

Montana AmeriCorps staff, as identified by OCS, are asked to complete this professional development needs assessment once a year prior to completing their professional development plan. Below you will find each professional development objective and the corresponding Knowledge, Skills and Abilities (KSA) for that objective. Next to each KSA is a personal ranking box followed by a comment box.

To complete the assessment, please rank *yourself* on a scale of 1-5 for each KSA topic. You are encouraged to ask others about your competencies; included supervisors, key partners, members, and ServeMontana staff. The comment box can be used for notes, questions or specific needs identified.

**1= Inadequate Competency 2= Some Competency 3=Adequate Competency 4=Advanced Competency 5=Superior Competency**

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| **Leadership:** Staff strive to develop and improve their leadership competencies and utilize advanced leadership skills and practices in their roles. | | |
| KSA | **Personal Ranking** | **Comments** |
| Assertive Communication |  | Click or tap here to enter text. |
| Coaching & Teaching |  | Click or tap here to enter text. |
| Conflict Resolution |  | Click or tap here to enter text. |
| Discipline |  | Click or tap here to enter text. |
| Facilitation |  | Click or tap here to enter text. |
| Feedback |  | Click or tap here to enter text. |
| Motivation |  | Click or tap here to enter text. |
| Public Speaking |  | Click or tap here to enter text. |
| Team Building |  | Click or tap here to enter text. |
| Technical Writing |  | Click or tap here to enter text. |
| Visioning |  | Click or tap here to enter text. |
| Work Planning |  | Click or tap here to enter text. |
| Other |  | Click or tap here to enter text. |
| **Content Expertise:** Staff demonstrate compliance and excellence in the administration and oversight of AmeriCorps programming and CNCS grant funding. | | |
| **KSA** | **Personal Ranking** | **Comments** |
| Financial Oversight |  | Click or tap here to enter text. |
| Grant Compliance |  | Click or tap here to enter text. |
| Grant Reporting |  | Click or tap here to enter text. |
| Member Compliance |  | Click or tap here to enter text. |
| Member Recruitment |  | Click or tap here to enter text. |
| Performance Oversight |  | Click or tap here to enter text. |
| Program Compliance |  | Click or tap here to enter text. |
| Program Evaluation |  | Click or tap here to enter text. |
| Program Marketing |  | Click or tap here to enter text. |
| Program Outreach |  | Click or tap here to enter text. |
| Record Keeping |  | Click or tap here to enter text. |
| Training & Education |  | Click or tap here to enter text. |
| Other |  | Click or tap here to enter text. |
| **Community Engagement**: Staff exhibit strong relationships to communities served through the incorporation and execution of community building practices. | | |
| **KSA** | **Personal Ranking** | **Comments** |
| Accessibility & Inclusion |  | Click or tap here to enter text. |
| Asset Mapping |  | Click or tap here to enter text. |
| Civic Engagement |  | Click or tap here to enter text. |
| Community Entry |  | Click or tap here to enter text. |
| Cultural Competency |  | Click or tap here to enter text. |
| History of Service |  | Click or tap here to enter text. |
| Institutional Equity |  | Click or tap here to enter text. |
| Meaning of Service |  | Click or tap here to enter text. |
| Needs Assessment |  | Click or tap here to enter text. |
| Partnership Development |  | Click or tap here to enter text. |
| Stakeholder Engagement |  | Click or tap here to enter text. |
| Volunteer Management |  | Click or tap here to enter text. |
| Other |  | Click or tap here to enter text. |

To complete the assessment, please rank *yourself* on a scale of 1-5 for each KSA topic. You are encouraged

to ask others about your competencies; included supervisors, key partners, members, and ServeMontana staff. The comment box can be used for notes, questions or specific needs identified.

**1= Inadequate Competency 2= Some Competency 3=Adequate Competency 4=Advanced Competency 5=Superior Competency**

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| **Critical Thinking:** Staff exercise a variety of critical thinking skills and tactics in their approach to program design, program development and long-term planning. | | |
| **KSA** | **Personal Ranking** | **Comments** |
| Creativity & Brainstorming |  | Click or tap here to enter text. |
| Decision-Making |  | Click or tap here to enter text. |
| Diversity, Equity, & Inclusion |  | Click or tap here to enter text. |
| Empathetic Design |  | Click or tap here to enter text. |
| Evidence Based Practice |  | Click or tap here to enter text. |
| Experimentation |  | Click or tap here to enter text. |
| Gap/Opportunity Analysis |  | Click or tap here to enter text. |
| Goal Setting |  | Click or tap here to enter text. |
| Ideation |  | Click or tap here to enter text. |
| Intervention Development |  | Click or tap here to enter text. |
| Program Assessment |  | Click or tap here to enter text. |
| Problem Identification |  | Click or tap here to enter text. |
| Theory of Change |  | Click or tap here to enter text. |
| Other |  | Click or tap here to enter text. |
| **Resiliency:** Staff invest in the development and utilization of personal and organizational practices aimed at managing stress and increasing quality of life. | | |
| **KSA** | **Personal Ranking** | **Comments** |
| Core Values |  | Click or tap here to enter text. |
| Emotional Intelligence |  | Click or tap here to enter text. |
| Future Planning |  | Click or tap here to enter text. |
| Growth Mindset |  | Click or tap here to enter text. |
| Mentoring Opportunity |  | Click or tap here to enter text. |
| Personal Organizational Skills |  | Click or tap here to enter text. |
| Personal Motivations |  | Click or tap here to enter text. |
| Organizational Practices |  | Click or tap here to enter text. |
| Prioritization |  | Click or tap here to enter text. |
| Self-Care Strategies |  | Click or tap here to enter text. |
| Time Management |  | Click or tap here to enter text. |
| Work-Life Balance |  | Click or tap here to enter text. |
| Other |  | Click or tap here to enter text. |

# ***Summary***

Review your personal scores in each objective and identify the top two key areas you would like to improve. Consider which KSA topic will have the greatest positive impact in your performance, as well as the KSA topics that will have the greatest positive impact for your organization and service program:

* **Leadership:** Click or tap here to enter text.
* **Content Expertise:** Click or tap here to enter text.
* **Community Engagement:** Click or tap here to enter text.
* **Critical Thinking:** Click or tap here to enter text.
* **Resiliency:** Click or tap here to enter text.

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**Professional Development Plan for**

**AmeriCorps Program Professionals**

**Staff Member Name:** Click or tap here to enter text.

**Program and Position:** Click or tap here to enter text.

**Program Year:** Click or tap here to enter text.

**Professional Development Plan Timeline:** **/****to** **/**

Month Year Month Year

***Personal Development***

**Leadership:**

* KSA Topic: Click or tap here to enter text.
* Strategy: Click or tap here to enter text.
* Resources Needed: Click or tap here to enter text.
* Expected Completion Date: Click or tap to enter a date.

**Content Expertise:**

* KSA Topic: Click or tap here to enter text.
* Strategy: Click or tap here to enter text.
* Resources Needed: Click or tap here to enter text.
* Expected Completion Date: Click or tap to enter a date.

**Community Engagement:**

* KSA Topic: Click or tap here to enter text.
* Strategy: Click or tap here to enter text.
* Resources Needed: Click or tap here to enter text.
* Expected Completion Date: Click or tap to enter a date.

**Critical Thinking:**

* KSA Topic: Click or tap here to enter text.
* Strategy: Click or tap here to enter text.
* Resources Needed: Click or tap here to enter text.
* Expected Completion Date: Click or tap to enter a date.

**Resiliency:**

* KSA Topic: Click or tap here to enter text.
* Strategy: Click or tap here to enter text.
* Resources Needed: Click or tap here to enter text.
* Expected Completion Date: Click or tap to enter a date.

***On-going Professional Development for all programs***

**Bootcamp Program & Fiscal (*within first 2 yrs.*):**

* Desired Objective(s): Click or tap here to enter text.
* Resources Needed: Click or tap here to enter text.
* Expected Completion Date: Click or tap to enter a date.

**Tribal Relations Training:**

* Desired Objective(s): Click or tap here to enter text.
* Resources Needed: Click or tap here to enter text.
* Expected Completion Date: Click or tap to enter a date.

**ServeMontana Symposium:**

* Desired Objective(s): Click or tap here to enter text.
* Resources Needed: Click or tap here to enter text.
* Expected Completion Date: Click or tap to enter a date.

**National Service Regional Training Conference:**

* Desired Objective(s): Click or tap here to enter text.
* Resources Needed: Click or tap here to enter text.
* Expected Completion Date: Click or tap to enter a date.

**Personal Development Goal:**

* Desired Objective(s): Click or tap here to enter text.
* Resources Needed: Click or tap here to enter text.
* Expected Completion Date: Click or tap to enter a date.

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| **In-Person Training Opportunities** | | | | |
| **Leadership** | **Content Expertise** | **Community Engagement** | **Critical Thinking** | **Resiliency** |
| ***Conferences and Events*** | | | | |
| [Montana Nonprofit Association](https://www.mtnonprofit.org/)  [National Service Leadership Forum](https://servewashington.wa.gov/programs/americorps/subgrantee-resources/leadership-forum-national-service-executives) [National Service Training Conference (Pacific/SW)](https://www.nationalservicetraining.org/)  [Professional Development Center](http://pdc.mt.gov)  [ServeMontana Symposium](http://serve.mt.gov/ServeMT/servemontana-symposium) | Bootcamp for Fiscal & Program  [National Service Leadership Forum](https://servewashington.wa.gov/programs/americorps/subgrantee-resources/leadership-forum-national-service-executives)  [National Service Training Conference (Pacific/SW)](https://www.nationalservicetraining.org/)  [OCS Site Monitoring Tool](http://serve.mt.gov/Portals/191/Documents/Program%20Directors/OCS%20AmeriCorps%20MonitoringTool.pdf?ver=2019-01-18-133635-380) | [Montana Nonprofit Association](https://www.mtnonprofit.org/)  [National Service Leadership Forum](https://servewashington.wa.gov/programs/americorps/subgrantee-resources/leadership-forum-national-service-executives)  [Professional Development Center](http://pdc.mt.gov/)  [ServeMontana Symposium](http://serve.mt.gov/ServeMT/servemontana-symposium)  Tribal Relations Training | [Montana Nonprofit Association](https://www.mtnonprofit.org/)  [ServeMontana Symposium](http://serve.mt.gov/ServeMT/servemontana-symposium) | [Montana Nonprofit Association](https://www.mtnonprofit.org/)  [Professional Development Center](http://pdc.mt.gov/)  [ServeMontana Symposium](http://serve.mt.gov/ServeMT/servemontana-symposium) |
| ***Consultants and Training Providers (provided in the Directory unless otherwise noted with a link)*** | | | | |
| Aligned Impact  Amy Salinas  Buffalo Creek Consulting  Do Good Be Good  Elkins Consulting, Inc  EmpowerMT  KS Solutions  [Mediation Training Institute](https://www.mediationworks.com/)  MSU Extension  Peer Exchange  Service Year Alliance  Verve Exchange  WordCraft, LLC | Aligned Impact  Amy Salinas  Bee’s Knees Consulting LLC  Buffalo Creek Consulting  Career Futures  Do Good Be Good  EmpowerMT  Halliday & Associates  Hart of Montana Consulting, INC  Jefts Consulting  KS Solutions  McMahon Consulting Group  Peer Exchange  Thomas P. Miller & Associates  University of Montana | Amy Salinas  Do Good Be Good  Eaglechild Consulting  Halliday & Associates  Hart of Montana Consulting, INC  KS Solutions  MSU Political Science & Extension/Community Development  Peer Exchange  The Service Nerd Verve Exchange | Aligned Impact  Amy Salinas  Bee’s Knees Consulting LLC  [CNCS National Service Knowledge Network](https://www.nationalservice.gov/resources)  NDH Consulting  Peer Exchange  Verve Exchange | MSU Extension  Pamela G. Poon, PLLC  Peer Exchange  [Red Willow Learning](https://www.redwillowlearning.org/)  Yarrow House |
| **Virtual Training Opportunities** | | | | |
| **Leadership** | **Content Expertise** | **Community Engagement** | **Critical Thinking** | **Resiliency** |
| [Dale Carnegie](https://www.dalecarnegie.com/en)  [Improv Effect](https://improveffect.com/)  [Innovate Coach Consult (ICC](https://innovateicc.com/global-locations/us-headquarters-denver/))  [Institute for Health & Human Potential](https://www.ihhp.com/)  [MindTools](https://www.mindtools.com/)  [PeterBarronStark Companies](https://peterstark.com/)  [SkillPath](https://skillpath.com/about)  [The Training Clinic](https://thetrainingclinic.com/) | [America’s Service Commissions (ASC)](https://www.statecommissions.org/)  [CNCS AC Online Courses](https://www.nationalservice.gov/resources/online-courses)  [CNCS AC Staff Development Series Webinars](https://www.nationalservice.gov/resources/americorps/new-americorps-program-start-institute)  [CNCS Communication Resources](https://www.nationalservice.gov/newsroom/communication-resources)  [CNCS National Service Knowledge Network](https://www.nationalservice.gov/resources)  [CNCS Resources for Programs](https://www.nationalservice.gov/resources/americorps/resources-programs)  [e-CFR](https://ecfr.gov)  [eGrants - MyAmeriCorps Portal Training](https://www.nationalservice.gov/resources/americorps/myamericorps-portal-training-egrants)  [Managing AmeriCorps S&N Grants](https://www.nationalservice.gov/build-your-capacity)  [National Service Criminal History Checks Resources](https://www.nationalservice.gov/resources/criminal-history-check)  ON3Learn, LLC  [Other State Commissions](https://www.nationalservice.gov/about/contact-us/state-service-commissions)  [ServeMontana website](http://serve.mt.gov/) | [Community Building Institute (CBI)](https://communitybuilding.net/)  [CNCS National Service Knowledge Network](https://www.nationalservice.gov/resources)  [National Seminars Training](https://nationalseminarstraining.com/seminar?se=bn1022&utm_source=bing&utm_medium=search&utm_campaign=brand&utm_topic=all&utm_stareq=bn1022&msclkid=71b41525754c1f07cc4348cba224be22)  [Points of Light](https://www.pointsoflight.org/)  [Tamarack Institute](http://www.tamarackcommunity.ca/)  [Volunteer Strategies](https://vqstrategies.com/)  [VolunteerPro](https://volpro.net/) | [eLearning Industry](https://elearningindustry.com/)  [Improv Effect](https://improveffect.com/)  [The Foundation for Critical Thinking](https://www.criticalthinking.org/) | [Dale Carnegie](https://www.dalecarnegie.com/en)  [Institute for Health & Human Potential](https://www.ihhp.com/)  [National Seminars Training](https://nationalseminarstraining.com/seminar?se=bn1023&utm_source=bing&utm_medium=search&utm_campaign=brand&utm_topic=all&utm_stareq=bn1023&msclkid=a5480ffd56031a9c35cb521381c5e360)  [SkillPath](https://skillpath.com/about) |
| **Self-Directed Learning Opportunities** | | | | |
| **Leadership** | **Content Expertise** | **Community Engagement** | **Critical Thinking** | **Resiliency** |
| [Community Toolbox](https://ctb.ku.edu/en)  [The Training Clinic](https://thetrainingclinic.com/)  [Training Directory](http://serve.mt.gov/Portals/191/Documents/Program%20Directors/OCS%20Training%20Directory%20Final.pdf?ver=2019-10-22-094020-203) | [CNCS Citizenship Toolkits](https://search.usa.gov/search?utf8=%E2%9C%93&affiliate=www.nationalservice.gov&query=toolkit)  [CNCS Litmos ecourses](https://www.nationalservice.gov/resources/online-courses)  [CNCS Superintendent’s/Principal’s toolkit](https://www.nationalservice.gov/focus-areas/education/superintendentsprincipals-toolkit)  [Constitutional Rights Foundation](https://www.crf-usa.org/)  [CNCS National Service Knowledge Network](https://www.nationalservice.gov/resources)  [e-CFR](https://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&SID=2f2c2ca7cad9962de0f240653344d8d9&rgn=div5&view=text&node=45:4.1.9.11.15&idno=45#sp45.4.2522.e)  [Other State Commissions](https://www.nationalservice.gov/about/contact-us/state-service-commissions)  [Program Director’s Guide](http://serve.mt.gov/Portals/191/Documents/Program%20Directors/ACorps%20Program%20Directors%20Guide%202019-20.pdf?ver=2019-08-12-133705-207)  [Training Directory](http://serve.mt.gov/Portals/191/Documents/Program%20Directors/OCS%20Training%20Directory%20Final.pdf?ver=2019-10-22-094020-203) | [CNCS Citizenship Toolkits](https://search.usa.gov/search?utf8=%E2%9C%93&affiliate=www.nationalservice.gov&query=toolkit)  [CNCS National Service Knowledge Network](https://www.nationalservice.gov/resources)  [CNCS Superintendent’s/Principal’s toolkit](https://www.nationalservice.gov/focus-areas/education/superintendentsprincipals-toolkit)  [Community Toolbox](https://ctb.ku.edu/en)  [Constitutional Rights Foundation](https://www.crf-usa.org/)  [Points of Light](https://www.pointsoflight.org/)  [Training Directory](http://serve.mt.gov/Portals/191/Documents/Program%20Directors/OCS%20Training%20Directory%20Final.pdf?ver=2019-10-22-094020-203)  [Volunteer Strategies](https://vqstrategies.com/) | [Community Toolbox](https://ctb.ku.edu/en)  [MindTools](https://www.mindtools.com/)  [nn/g Nielsen Norman Group](https://www.nngroup.com/)  [Training Directory](http://serve.mt.gov/Portals/191/Documents/Program%20Directors/OCS%20Training%20Directory%20Final.pdf?ver=2019-10-22-094020-203) | [MindTools](https://www.mindtools.com/)  [Positive Psychology](https://positivepsychology.com/)  [Training Directory](http://serve.mt.gov/Portals/191/Documents/Program%20Directors/OCS%20Training%20Directory%20Final.pdf?ver=2019-10-22-094020-203) |