City of Tempe Capabilities Model

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The City of Tempe is implementing a new development system for employees called the Individual Quality Improvement Process (IQIP). The IQIP is an employee centered process of self-assessment that increases communication, identifies workplace efficiencies, propels professional goals, and applies resources to challenges. The IQIP is centered around City values, strategic priorities, performance measures, and core skills for each job. The IQIP process will be the culminating event of the coaching relationship for all employees and their supervisors.

Tempe uses capabilities as the foundation of the IQIP because of the implied nature of a quality **improvement** process. The IQIP is not a performance review seeking to rate employees against each other or define compensation levels. The goals of the IQIP is quality improvement for employees, their supervisors, and the overall work environment in the City of Tempe. The term 'capability' gives the positive feeling of '**some space still being left**' that can be utilized to achieve the goal of any activity.

There are eight capabilities, and each is linked to a City of Tempe value. Each capability and value are followed by several skills. Capabilities, values, and skills can have relevance in other areas of the Capability Model but are grouped together for discussion and goal setting.