I. **Communication and Interpersonal Skills**

**A. Communicates effectively**
1. Listens attentively to others
2. Demonstrates a command of language, both written and verbal
3. Adapts communications to the person and situation
4. Uses professional terms and concepts appropriately and clearly
5. Produces written work that is organized, clear, and sufficiently comprehensive

**B. Forms positive relationships with others**
1. Develops, maintains, and effectively terminates therapeutic relationships with clients and families
2. Develops productive working relationships with peers, supervisors, other professionals, and community members
3. Interacts in a manner that is honest, straightforward, and flexible
4. Expresses genuine interest in others, providing them support and encouragement
5. Displays compassion and empathy toward others, including those dissimilar from oneself

**C. Manages complex interpersonal situations**
1. Maintains appropriate boundaries (e.g., sharing of personal information, personal touch, dual relationships)
2. Acknowledges and tolerates others’ feelings and attitudes, including those expressed toward him/her
3. Allows and facilitates clients’ exploration of emotionally laden issues
4. Maintains emotional equilibrium and judgment when faced with interpersonal conflict and client distress
5. Recognizes and uses problem solving strategies to address interpersonal conflicts
6. Offers and accepts feedback constructively

**D. Demonstrates self-awareness as a professional**
1. Identifies and monitors personal attitudes, values, beliefs, individual and cultural identities, and his/her typical role in groups
2. Recognizes how others experience him/her and the impact of self on others
3. Uses personal reactions to inform work with clients and other professionals
4. Adjusts professional behavior based on awareness of self and awareness of impact on others
II. Individual and Cultural Diversity

A. Demonstrates awareness of diversity and its influence
   1. Identifies the various dimensions of individual and cultural diversity (e.g., age, race, ethnicity, national origin, language, socioeconomic status, gender, gender identity, sexual orientation, religion, spiritual beliefs, physical and mental ability)
   2. Recognizes the potential influence of individual and cultural diversity on others and on the interactions between individuals and groups
   3. Explores and monitors how s/he is influenced by individual and cultural characteristics and experiences
   4. Recognizes stereotypes as applied to self and others

B. Develops effective relationships with culturally diverse individuals, families, and groups
   1. Recognizes and respects differences between self and others
   2. Communicates in client’s preferred language or uses interpreter services as needed
   3. Explores with clients their individual and cultural characteristics and the meaning of these characteristics to them
   4. Recognizes and responds appropriately to the impact of individual and cultural diversity in clinical, consultative, and supervisory relationships

C. Applies knowledge of individual and cultural diversity in practice
   1. Selects assessment instruments, uses assessment tools, and interprets findings within the context of clients’ linguistic and cultural characteristics
   2. Considers individual and cultural characteristics in developing treatment plans and selecting, modifying, implementing, and monitoring interventions
   3. Applies knowledge of individual and cultural diversity in prevention, consultation, evaluation, and research activities
   4. Connects clients to culturally responsive services and resources
   5. Recognizes, brings attention to, and/or addresses disparities in access to services or other forms of discrimination

D. Pursues professional development about individual and cultural diversity
   1. Recognizes the limitations in his/her abilities to work with individuals from diverse backgrounds
   2. Reviews relevant literature and practice guidelines on providing services to diverse populations
   3. Seeks supervision to enhance his/her abilities to work with individuals from diverse backgrounds
   4. Pursues continuing education and multicultural experiences to enhance his/her abilities to work with individuals from diverse backgrounds

III. Professionalism

A. Displays professional behavior
   1. Maintains appropriate personal hygiene and attire
   2. Utilizes appropriate language and non-verbal communications, including in difficult interactions
   3. Demonstrates common sense and sound judgment
4. Engages in behavior appropriate for his/her professional role and adjusts behavior to the setting and situation

B. Engages in self-assessment
1. Uses multiple methods to routinely assess professional strengths and areas for growth (e.g., supervision, peer supervision/consultation, audio/video recording, client feedback)
2. Recognizes the limits of personal knowledge and skills
3. Recognizes changes in the field that require the development of new or enhanced competencies

C. Demonstrates accountability
1. Acts responsibly (e.g., organizes workload; completes assigned duties efficiently; keeps appointments; honors commitments; follows policies, procedures and administrative requirements)
2. Demonstrates reliability (e.g., arrives on time, completes work on time, documents in an accurate and timely manner)
3. Remains available and accessible as his/her role requires
4. Acknowledges and assumes responsibility for errors, lapses in judgment, and deviations from professional ethics and values

D. Demonstrates professional identity
1. Displays an emerging identity as a psychologist
2. Exhibits knowledge of the profession and awareness of issues central to the field
3. Pursues career goals and continuing education
4. Demonstrates emerging leadership skills

E. Engages in the self-care essential for functioning effectively as a psychologist
1. Uses self-care approaches to maintain health and wellness
2. Uses positive coping strategies to tolerate ambiguity and uncertainty and to manage stress
3. Recognizes personal challenges and addresses them so as to minimize their impact on professional performance

IV. Ethical and Legal Standards
A. Demonstrates awareness of ethical and legal standards applicable to professional service, training, and research
1. Recognizes the ethical values and principles held by professional psychology and the institutions in which s/he works
2. Demonstrates awareness of applicable laws, regulations, and policies and the concepts that underlie these (e.g., informed consent, confidentiality, mandated reporting)
3. Articulates own ethical values and priorities

B. Recognizes and manages ethical and legal issues in professional service, training, and research
1. Adheres to all ethical and legal standards
2. Recognizes and helps others recognize ethical and legal issues as they arise
3. Develops and implements plans to address ethical and legal issues
4. Takes action when others behave in an unethical or illegal manner
5. Seeks supervision or consultation on ethical and legal issues

C. Adheres to the APA Ethical Principles and Code of Conduct
   1. Strives to benefit others and do no harm
   2. Develops relationships of trust with others and accepts responsibility for his/her behavior
   3. Maintains personal integrity
   4. Promotes fairness and justice
   5. Respects the dignity, worth, and rights of all people

V. Assessment
   A. Conducts clinical interviews
      1. Quickly establishes rapport with individuals being interviewed
      2. Formulates relevant interview questions
      3. Conducts semi-structured interviews

   B. Uses evidence-based assessment tools (e.g., screening instruments, rating scales, and tests that assess risk, development, personality, psychopathology, cognitive functioning, and organizational functioning)
      1. Screens and clarifies referrals
      2. Selects appropriate tools
      3. Administers tools accurately and efficiently
      4. Scores and interprets results

   C. Collects and integrates data
      1. Obtains and integrates multiple sources of information (e.g., observations, historical information, interview data, test results, information from collateral sources, and findings from the literature)
      2. Formulates case conceptualizations and recommendations
      3. Uses diagnostic classification systems to conduct differential diagnosis
      4. Uses alternative, non-diagnostic approaches to conceptualizing individuals and their environments, groups, and organizations

   D. Summarizes and reports data
      1. Writes clear, accurate and timely reports
      2. Communicates findings and recommendations clearly to clients and other providers
      3. Recognizes and reports the strengths and limitations of assessments and findings

VI. Intervention
   A. Formulates case conceptualizations and treatment plans
      1. Collaborates with clients and families to identify goals and plans
      2. Links case conceptualizations and treatment plans to assessments
      3. Utilizes at least one theoretical orientation and theory of change
      4. Selects appropriate evidence-based interventions and best practices

   B. Implements evidence-based interventions
      1. Displays clinical skills with a wide range of interventions and clients
      2. Implements interventions with fidelity and adapts them as necessary
3. Recognizes and manages problems and issues that arise with interventions

C. Monitors the impact of interventions
   1. Evaluates progress periodically
   2. Measures outcomes
   3. Modifies interventions based on evaluation findings
   4. Monitors and adapts own role and performance with the intervention

VII. Consultation, Interprofessional Practice, and Systems-Based Practice
A. Provides consultation (e.g. case-based, group, organizational systems)
   1. Forms effective consultative relationships
   2. Clarifies and refines referral questions and consultation goals
   3. Develops and implements a consultation plan, recognizing the individual, group, organizational, and systems issues that may impact it
   4. Communicates consultation results and recommendations

B. Engages in interprofessional collaboration
   1. Demonstrates awareness and respect of the roles, beliefs, values, practices and contributions of other professionals, providers, clients, family, and community members
   2. Contributes psychological information while working flexibly with others to develop and implement a plan of care
   3. Represents his/her professional opinions, encourages others to express their opinions, and works to resolve differences of opinion or conflicts
   4. Integrates behavioral healthcare with other services (e.g., primary and specialty medical care; rehabilitative, recovery, vocational, residential and social services)
   5. Shares and receives information from others in a sensitive manner when authorized by the client and permissible under applicable laws, regulations, policies, and ethical codes

C. Engages in systems-based practice
   1. Delivers care using knowledge of healthcare benefits, coverage limits, utilization management procedures, billing, and reimbursement
   2. Analyzes and understands problems within organizations and systems from individual, interpersonal, group, and intergroup perspectives
   3. Recognizes the potential influence of group memberships on the behavior of individuals in organizations and systems
   4. Responds appropriately to problems within organizations and systems given his/her role

VIII. Supervision
A. Seeks and uses supervision effectively
   1. Establishes strong working relationships with supervisors of diverse practice orientations
   2. Clarifies broad personal goals for supervision and specific agenda items for supervisory sessions
   3. Seeks supervision routinely and when specifically needed (e.g., complex cases; unfamiliar clients or services; ethical and legal issues; strong personal reactions to clients)
   4. Uses multiple methods to provide supervisors with timely, accurate information about his/her work and is open to being observed
B. Use supervisory feedback to improve performance
   1. Accepts feedback without being overly defensive
   2. Acknowledges challenges and areas for professional growth
   3. Follows supervisors’ direction
   4. Adjusts professional behavior based on feedback

C. Facilitates peer supervision/consultation
   1. Leads peer supervision/consultation groups
   2. Structures the groups using an explicit method to guide discussions by peers of their work
   3. Maintains a constructive and supportive environment within the groups
   4. Gives constructive and supportive feedback to peers

D. Provides individual supervision (if applicable)
   1. Establishes supportive supervisory relationships with explicit roles and responsibilities for supervisor and supervisee
   2. Uses multiple methods to monitor the quality of care provided and to assess supervisee level of development, strengths, and learning needs (e.g., observation; audio and video recording; case discussion and presentations; review of documentation; clinical measures; QA data; feedback from others)
   3. Uses an explicit model of supervision and multiple methods to ensure the quality of care being provided and to address supervisee learning needs (e.g., case discussion, feedback, instruction, modeling, coaching, providing publications)
   4. Provides feedback that is direct, clear, timely, behaviorally anchored, and mindful of the impact on the supervisee and supervisory relationship
   5. Maintains accurate and timely documentation of supervision and supervisee performance
   6. Requests and uses feedback from supervisees to improve the quality of supervision

IX. Research and Scholarship

A. Displays critical scientific thinking
   1. Demonstrates scholarly curiosity and routinely questions assumptions
   2. Understands and values evidence-based practice
   3. Formulates questions that can be addressed by the literature, research, and program evaluation
   4. Shares ideas with others through teaching and scholarly writing

B. Uses the scientific literature
   1. Accesses, summarizes, and evaluates the literature related to his/her professional activities
   2. Discusses the relevant literature in case conferences, lectures, and/or professional presentations
   3. Applies the scientific literature to his/her work (e.g., clinical, consultation, research, program evaluation, quality assurance)

C. Implements scientific methods
   1. Selects and implements methods appropriate to the question, setting, and/or community
   2. Uses scientific methods to evaluate interventions and programs and to engage in continuous quality improvement
   3. Manages, analyzes, and interprets quantitative and qualitative data
4. Collaborates with other professionals, persons in recovery, family members, and stakeholders in developing questions, implementing methods, and understanding results
5. Contributes to the preparation of manuscripts, technical reports, case studies, or other scholarly work