RED RIVER COLLEGE
OF APPLIED ARTS, SCIENCE AND TECHNOLOGY

FINANCIAL SERVICES SPECIALIST

Facilitated by Mike Stuhldreier and Gene Semchych
March 5th and 16th, 2007

DACUM Skill Rating Scale

1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.
2 - Can perform this skill satisfactorily but requires periodic assistance and/or supervision.
3 - Can perform this skill competently without assistance or supervision.
4 - Can perform this skill competently without, assistance with more than acceptable quality, and with initiative/adaptability to unique situations.

COMMUNICATE
A

Develop and deliver presentations A1	Listen actively A2	Interpret non-verbal communication A3	Demonstrate non-verbal communication A4	Write A5	Read A6	Demonstrate empathy A7	Ask probing / clarifying questions A8
1 **2** 3 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4
Demonstrate telephone and e-mail etiquette A9	**Manage conflict A10**	**Negotiate A11**	**Use industry terminology A12**	**Adapt language to audience A13**	**Use language concisely A14**	**Identify and adapt to preferred communication styles A15**	**Follow directions A16**
1 2 **3** 4	1 **2** 3 4	1 **2** 3 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 **2** 3 4	1 2 3 **4**
Summarize and paraphrase written and verbal communication A17	**Explain processes to clients A18**	**Demonstrate interpersonal skills A19**	**Apply communication strategies and protocols A20**	**Manage information A21**	**Write business correspondence A22**		
1 2 **3** 4	1 **2** 3 4	1 2 **3** 4	1 **2** 3 4	1 2 **3** 4	1 2 **3** 4		

MANAGE PEOPLE
B

Demonstrate leadership skills B1	Manage expectations of others B2	Coach and develop others B3	Define roles and set limits B4	Review and evaluate performance B5	Implement directives B6	Build and motivate teams B7	Manage human resources B8
1 2 **3** 4	1 2 **3** 4	1 **2** 3 4	**1** 2 3 4	**1** 2 3 4	1 2 **3** 4	**1** 2 3 4	**1** 2 3 4
Implement training programs B9	**Assign tasks and responsibilities B10**	**Plan for succession B11**	**Mentor others B12**	**Demonstrate flexibility B13**	**Manage change B14**		
1 2 3 4	**1** 2 3 4	**1** 2 3 4	**1** 2 3 4	1 2 **3** 4	**1** 2 3 4		

RED RIVER COLLEGE
OF APPLIED ARTS, SCIENCE AND TECHNOLOGY

FINANCIAL SERVICES SPECIALIST

Facilitated by Mike Stuhldreier and Gene Semchych
March 5th and 16th, 2007

DACUM Skill Rating Scale

1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.
2 - Can perform this skill satisfactorily but requires periodic assistance and/or supervision.
3 - Can perform this skill competently without assistance or supervision.
4 - Can perform this skill competently without, assistance with more than acceptable quality, and with initiative/adaptability to unique situations.

DEMONSTRATE PROFESSIONALISM C

Manage time C1	Demonstrate a positive attitude C2	Demonstrate a commitment to life-long learning C3	Adapt to rapid change C4	Analyse and apply current events to financial services C5	Learn continuously C6	Maintain professional accreditation / licenses C7	Identify personal strengths and limitations C8
1 2 **3** 4	1 2 3 **4**	1 2 **3** 4	1 2 **3** 4	1 **2** 3 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4
Manage stress C9	Balance EQ and IQ C10	Present a professional image (dress, demeanor, etc.) C11	Maintain confidentiality C12	Demonstrate organizing skills C13	Show respect and courtesy C14	Demonstrate ethical behaviour C15	Demonstrate positive demeanor C16
1 2 **3** 4	1 2 **3** 4	1 2 3 **4**	1 2 3 **4**	1 2 3 **4**	1 2 3 **4**	1 2 3 **4**	1 2 3 **4**
Demonstrate a respect for cultural and social diversity C17	Accept and own responsibility C18	Solve problems C19	Demonstrate initiative C20	Demonstrate a commitment to excellence C21	Demonstrate personal accountability to high performance C22	Balance multiple tasks C23	
1 2 3 **4**	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	

MANAGE FINANCIAL ASSETS D

Advise clients D1	Identify potential investment fraud D2	Demonstrate a customer centric attitude D3	Identify client needs D4	Interpret policy and procedures D5	Explain policies and procedures D6	Apply tax regulations and procedures D7	Differentiate between types of investments D8
1 **2** 3 4	**1** 2 3 4	1 2 3 **4**	1 **2** 3 4	1 **2** 3 4	1 **2** 3 4	1 **2** 3 4	1 2 **3** 4
Explain benefits of products and services D9	Select products appropriate to client needs D10	Sell products and services D11	Manage client privacy D12	Analyse financial plans, products, services D13			
1 **2** 3 4	1 **2** 3 4	1 2 **3** 4	1 2 3 **4**	1 **2** 3 4			

MANAGE FINANCIAL LIABILITIES E

Identify potential credit or identity fraud E1	Apply basic financial accounting principles E2	Assess credit risk E3	Manage loan application process E4	Coordinate third parties (C.M.H.C., lawyers, appraisers etc.) E5	Describe decision-making rationale E6	Comply with industry regulations E7	Manage risk E8
1 **2** 3 4	1 2 **3** 4	1 **2** 3 4	1 **2** 3 4	1 **2** 3 4	1 **2** 3 4	1 2 **3** 4	1 2 **3** 4

RED RIVER COLLEGE
OF APPLIED ARTS, SCIENCE AND TECHNOLOGY

FINANCIAL SERVICES SPECIALIST

Facilitated by Mike Stuhldreier and Gene Semchych
March 5th and 16th, 2007

DACUM Skill Rating Scale

1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.
2 - Can perform this skill satisfactorily but requires periodic assistance and/or supervision.
3 - Can perform this skill competently without assistance or supervision.
4 - Can perform this skill competently without, assistance with more than acceptable quality, and with initiative/adaptability to unique situations.

MANAGE A FINANCIAL PLAN
F

Develop a financial plan F1	Synthesize products with pension plans F2	Operate within scope of qualifications F3	Interpret a balance sheet F4	Determine client goals F5	Explain risks and benefits F6	Explain financial strategy F7	Demonstrate critical thinking skills F8
1 **2** 3 4	1 **2** 3 4	1 2 **3** 4	1 2 **3** 4	1 **2** 3 4	1 **2** 3 4	1 **2** 3 4	1 2 **3** 4
Demonstrate creativity F9	Execute financial plan F10	Distinguish needs for other specialists or expertise F11	Maintain data integrity (garbage in, garbage out) F12	Analyse client needs and goals F13	Review and evaluate the plan F14	Develop a financial strategy F15	
1 2 **3** 4	1 **2** 3 4	1 **2** 3 4	1 2 **3** 4	1 **2** 3 4	1 **2** 3 4	1 **2** 3 4	

DEVELOP CLIENT RELATIONSHIPS
G

Describe and apply the sales cycle G1	Develop rapport G2	Build client profiles G3	Build client loyalty G4	Build trust G5	Demonstrate attention to detail G6	Find potential clients G7	Develop referral sources G8
1 2 **3** 4	1 2 **3** 4	1 **2** 3 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 **2** 3 4	1 **2** 3 4
Market services G9	Develop networks G10	Ask for referrals G11	Demonstrate selling skills G12				
1 **2** 3 4	1 **2** 3 4	1 **2** 3 4	1 2 **3** 4				

MANAGE CAREER
H

Identify career potentials H1	Develop and review a career plan H2	Build on strengths H3	Set professional / personal goals H4	Set priorities H5	Measure progress H6	Manage work - life balance H7	Find a mentor H8
1 **2** 3 4	**1** 2 3 4	1 **2** 3 4	1 **2** 3 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 **2** 3 4
Assess personal strengths and areas for growth H9	Demonstrate corporate savvy H10	Adapt to organizational structure / culture H11	Demonstrate team work skills H12	Demonstrate independent work habits H13	Demonstrate independent thinking H14	Build centres of influence H15	Manage a small business H16
1 2 **3** 4	**1** 2 3 4	**1** 2 3 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	**1** 2 3 4	1 **2** 3 4

RED RIVER COLLEGE
OF APPLIED ARTS, SCIENCE AND TECHNOLOGY

FINANCIAL SERVICES SPECIALIST

Facilitated by Mike Stuhldreier and Gene Semchych
March 5th and 16th, 2007

DACUM Skill Rating Scale

1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.
2 - Can perform this skill satisfactorily but requires periodic assistance and/or supervision.
3 - Can perform this skill competently without assistance or supervision.
4 - Can perform this skill competently without, assistance with more than acceptable quality, and with initiative/adaptability to unique situations.

APPLY BASIC FINANCIAL INDUSTRY PRINCIPLES
I

Apply basic math skills I1				Apply basic financial calculations specific to investments I2				Apply basic financial calculations specific to credit I3				Apply 5 C's of credit I4				Describe types of financial institutions and associated regulations I5				Read and interpret credit bureau reports I6				Read and interpret a prospectus and information folder I7				Make estimates I8			
1	2	3	**4**	1	2	**3**	4	1	2	**3**	4	1	2	**3**	4	1	2	**3**	4	1	**2**	3	4	1	**2**	3	4	1	2	**3**	4

Define credit I9				Explain revolving and non-revolving credit I10				Analyse credit I11				Explain registered vs non-registered investments I12			
1	2	**3**	4	1	2	**3**	4	1	**2**	3	4	1	2	**3**	4

USE TECHNOLOGY
J

Use spreadsheets J1				Use word processors J2				Use Presentation software J3				Use email J4				Use calendar software J5				Use industry specific software (banking, insurance, investments, etc.) J6				Adapt to new software and systems J7				Use office equipment J8			
1	2	**3**	4	1	2	**3**	4	1	2	**3**	4	1	2	**3**	4	1	2	**3**	4	**1**	2	3	4	1	**2**	3	4	1	2	**3**	4

Use conferencing systems J8				Use mobile communication devices J9			
1	**2**	3	4	1	**2**	3	4