



Henrico County Capabilities FAQ's

What are capabilities?

Capabilities are desired attributes and abilities that contribute to the success and performance of individuals in an organization. We believe in hiring, promoting, and training people to be outstanding, and the word capabilities reinforces this idea.

Why are we changing to capabilities from competencies?

The world of work is changing. We now have the most multigenerational, multicultural workforce in the county's history. We need to be organizationally agile, flexible, and ready to meet current and future demands. The new capabilities match Henrico County's focus on the "Henrico Way" and each capability is inclusive and applicable to all employees, in line with our philosophy of leading at all levels in supporting the county and its residents.

Where is Functional Expertise?

In the new Capability Model, Functional Expertise is an anchor quality under Leading Self. We are all hired to specific roles that require us to stretch and learn, and Functional Expertise is developed as we experience the challenges that our roles encounter.

What will PA's look like with the new capabilities?

The Performance Appraisal process for FY 21/22 will be based on the competencies we have been using. Supervisors will use the new capabilities for setting goals for FY 22/23 and to assess progress towards those goals.

What is the timeline for rolling out these Capabilities?

The new capabilities will be used starting FY 22/23. HR is developing tools and resources to support you during this transition. We will communicate new updates to supervisors as they become available.

What will the change mean to me?

These capabilities will help to align goals with the Henrico Way and can be used as a contemporary tool for hiring, promotions, performance management, and training. Supervisors will be able to use the capabilities in the same way as the current competencies.

The change to capabilities from competencies also redefines how you monitor your own growth and progress. We designed the new model in a way that each capability is inclusive and applicable to ALL employees.

Where do I find the capabilities?

The capabilities are found on the Henrico County employee portal under My Workplace (if prior to FY22-23, click on [Competencies](#)).

How do I find more information about the new capability model?

Watch the capability model video to learn more about the new capabilities and to hear thoughts from leaders across the organization. It is located on the Henrico County employee portal under My Workplace along with the capabilities.

What if other capabilities are relevant for my job?

The Henrico County capabilities are global capabilities that incorporate many different concepts. Specific knowledge, skills, and abilities (KSAs) needed to do your job are included under “Functional Expertise.” You should discuss with your supervisor any specific KSAs needed for your job and role.

What does Future Readiness mean?

As the nature of organizational and customer needs evolve, Henrico County must be prepared to not only meet the challenges of today but also of tomorrow. For employees, Future Readiness means staying abreast of business and customer needs, and strategically thinking about and planning for future needs. For supervisors, Future Readiness also means empowering and equipping our county employees with the tools necessary to manage future demands in their work environments.

Will HR training correlate with the new capability model?

Yes! Currently HR Training classes are correlated with the competencies, and OLTD will have a similar tool online that correlates future county classes with the Capabilities when the catalog goes live each year.

HR is developing training resources and specific tools to help supervisors understand expectations for performance management under the Capability Model. The Capability Model evolved from the County’s Core Competencies and many of the components of the Capability Model are already core pieces of the training resources offered by the County. Also, because the Capability Model is core to how we train and develop employees, we continue to look for additional opportunities how it will correlate the Capability Model to county training classes and learning development.