



City of Tempe Capabilities Model

The Individual Quality Improvement Process (IQIP) is an employee-centered self-assessment designed to enhance communication, identify workplace efficiencies, advance professional goals, and apply resources to challenges. Grounded in the City of Tempe’s values, strategic priorities, performance measures, and core job skills, the IQIP serves as the culminating event of the coaching relationship between employees and their supervisors.

The IQIP is not a performance review—it does not compare employees against one another or determine compensation levels. Instead, it is an improvement process focused on the growth and success of employees, their supervisors, and the overall workforce within the City of Tempe.

The IQIP framework is built on eight capabilities, each directly tied to a City of Tempe value. These capabilities provide a structured yet flexible foundation for employee growth. The term ‘capability’ reflects the mindset that there is always room for progress toward achieving professional and organizational goals.

Each capability is accompanied by relevant skills, which serve as practical tools for discussion and goal setting. While capabilities, values, and skills may have relevance across multiple areas of the Capability Model, they are intentionally grouped to facilitate meaningful conversations and targeted improvement.

