

# AI-01949 Training Competence

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In the context of training, explain the confident and competent levels. Are there any other levels. Explain and give examples

In training, the **confident** and **competent** levels are two stages of skill acquisition. The **confident** level is when someone has a strong belief in their ability to perform a task, but may not actually have the skills to do it well. The **competent** level is when someone has the actual skills and ability to perform a task effectively, but may not yet have the confidence to do so.

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## The Four Levels of Competence

There are four levels of competence that a person goes through when learning a new skill. These are:

- **Unconscious Incompetence:** This is the first stage. At this level, a person doesn't know what they don't know. They are unaware of their lack of skill and may not see the value in learning it.
  - **Example:** A new manager who doesn't realize they need to learn how to delegate effectively and thinks they can do everything themselves.
- **Conscious Incompetence:** In this second stage, a person becomes aware of what they don't know. They recognize their lack of skill and begin to see the value in learning. This is often where the training process begins.
  - **Example:** The new manager attends a training session and realizes they're not good at delegating. They see the need to improve.
- **Conscious Competence:** This is the third stage. A person can now perform the skill, but it requires concentration and effort. They have to actively think about what they're doing to get it right. This is the **competent** level.

- **Example:** The manager practices delegating tasks, but has to constantly refer to notes or think about each step of the process.
  - **Unconscious Competence:** This is the final and highest stage of learning. A person can perform the skill without having to think about it. It becomes second nature. This is also known as the **confident** level. The person is both skilled and confident in their ability.
    - **Example:** The manager can now delegate tasks effectively and instinctively. It's a natural part of their daily routine.
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## The Dunning-Kruger Effect

The **Dunning-Kruger effect** is a cognitive bias related to these levels. It's a phenomenon where people with low ability in a specific area tend to **overestimate** their own abilities. This can be seen in the **confident** yet **incompetent** level, where a person believes they are skilled but aren't. Conversely, highly skilled individuals often **underestimate** their abilities, which is a characteristic of the **competent** but not yet **confident** level. This is sometimes known as imposter syndrome.