Competencies Design, Development and Implementation

INTRODUCTION

- It has become increasing important to be able to objectively assess the competency of personnel with an organisation, whether for reviews, interviews, recruitment assessment, promotion, performance management, or to assess their technical capability, as well as using these to define talent and high potential. This training course has been specifically tailored to aid those who have to design, develop, implement or assess people using Competency Framework systems within their organisation.
- This highly interactive and engaging training course on Competencies will provide participants with the desired knowledge, understanding and practical skills to design, develop, utilise and assess Competencies and Competency Frameworks in their organisation. You will learn the key terminology related to competency systems, how to develop and refine your system, as well as the key factors involved with implementing this into the organisation culture. Also, you will learn how to identify the gap between actual competency and the required competency and to bring the employees awareness to the required level.

This training course will highlight:

- The design factors that need to be considered when considering a competency framework system
- How to define and write competencies for your organisation in line with business objectives – Both behavioural as well as technical
- How to identify the gap between actual competency and the required competency and to bring the employees awareness to the required level
- The planning, communication and training requirements to implement the competency framework system into the business
- The reviewing of the competency framework system to ensure continual on-going improvement
- Using the framework in recruitment, assessment, defining talent and development
- How to effectively communicate the framework to key business stakeholders and the organization

OBJECTIVES

At the end of this training course you will learn to:

- Understand and define competency and competencies
- Apply techniques to develop, design and implement a business competency framework system for the organisation (Technical/Behavioural)
- Objectively assess employees to identify the gap between actual competency and the required competency and to bring the employees awareness to the required level
- Create and write competency terms for the framework, whether behavioural or technical
- Utilise the framework for recruitment, assessment identification and development purposes

TRAINING METHODOLOGY

- Participants to this highly engaging training course will receive a thorough training on the subjects covered by the course outline with the instructor utilising a variety of proven adult learning teaching and facilitation techniques. Training course methodology includes facilitated group and individual exercises, case studies, practical examples, competency framework design and building, as well as targeted videos and discussions.

ORGANISATIONAL IMPACT

By sending delegates on this training course, the organisational will greatly benefit by:

- Gaining people who are more effective and efficient in competency development
- Increased confidence in developing competency based systems
- Reducing HR issues surrounding competency, performance appraisal, promotion and talent identification
- Adding greater value to the organization through improved performance systems
- Increasing the empowerment of individuals and the achievement of organizational goals

PERSONAL IMPACT

As a delegate attending this training course, you will gain greatly by:

- Gaining exposure to a range of different approaches and techniques to competency development
- Develop planning and organising strategies to achieve Competency goals effectively and efficiently
- Understand the terminology and methodology of producing Competencies and related Frameworks
- Improve your interpersonal skills to achieve outcomes through others

WHO SHOULD ATTEND?

This training course is suitable to a wide range of professionals involved in competency development and assessment, but will greatly benefit the following individuals:

- Human resources personnel
- Learning and development personnel
- Talent development specialists
- Line managers

Course Outline

Designing the Competency System

- Why have a framework? Defining the Business Purpose
- 'Competency / Competencies' and 'Competence / Competences'
- Aligning the Required Competencies to Business Objectives and Strategy
- Framework Structure: Technical or Behavioural – Specific or generic?
- Data Gathering Methods

Developing the Competency Framework System

- Consideration of Assessment Factors
- Creating and Writing the Framework Terminology
- Examples of Frameworks: Keep It Simple
- Testing and Calibrating the Competency Framework
- Review the Framework: Continual Improvement

Behavioural Frameworks: Design and Development

- Identification of the Behaviours to Measure
- Defining the Behavioural Competency Criteria and Levels
- Methods of Assessment and Utilisation: Psychometrics
- Competency Requirements of People to Assess

Technical Frameworks: Design and Development

- Defining the Technical Behaviours to be Measured
- Measurement Methods, Levels and Assessment
- Technical Data Gathering and Assessment

Implementation and Assessment of the System

- Utilising the Frameworks for Recruitment, Assessment and Development
- Implementation Strategy Plan
- Communication Plan to Ensure Full-cooperation and Buy-in
- Developing a Training Strategy of those Using the System
- Review and Feedback of the System
- Next Steps