



COMPETENCIES:

Design, Development & Implementation

Course Introduction:

It has become increasingly important to be able to objectively assess the competency of personnel within an organisation, whether for reviews, interviews, promotion, performance management, as some typical examples, in order to assess their technical capability or defining talent and high potential. This highly interactive workshop has been specifically tailored to aid those who have to design, develop or implement competencies and competency framework systems within their organisation; this includes behavioural as well as technical competencies.

The methods and information gained on this training workshop can be utilized within any organisation. You will learn the key aspects of defining terminology related to competency systems, how to develop and refine your system and finally the key factors involved with implementing this into the organisation as part of the culture.

This workshop is essential development for those who are directly involved with competencies and competency frameworks.

This workshop will feature:

- 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
- The development factors required to ensure that the competency framework system is fit for purpose and provides value to the organization
- 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

Course Objectives:

By the end of this workshop, participants will be able to:

- Understand, as well as define, competency and competencies
- Apply techniques to develop, design and implement a business competency framework system for the organisation
- Improve the objective assessment of personnel in the organisation
- Create and write competency terms for the framework, whether behavioural or technical
- Implement a full roll-out programme to ensure compliance and engagement in the competency framework system

Who Should Attend?

This workshop is suitable to a wide range of professionals 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

Competency Description: This will focus on the definitions and key design factors to incorporate within the system.

Key behaviours:

- Defining terminology
- Conceptual thinking
- Data gathering
- Results orientation
- Decision making

Topics to be covered:

- Why have a framework? Defining the business purpose (removed bullet)
- Competency/competencies and competence/competences – what's the difference?
- Aligning the required competencies to business objectives
- Framework structure: technical or behavioural – specific or generic?
- Data gathering methods
- Utilization of the system: on line or paper-based

Developing the Competency Framework

Competency Description: This day will focus on the assessment criteria, correct terminology as well as examples of good and bad frameworks to aid the creation of the competency framework ready for implementation.

Key behaviours:

- Analyzing situations and data
- Objective creativity

- Testing and analyzing concepts
- Reviewing for continual improvement

Topics to be covered:

- 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

Implementation and Assessment of the System

Competency Description: The final day will focus on the strategy and planning of implementation, as well as those who have to use the system.

Key behaviours:

- Strategy planning
- Business communication planning
- Training and development
- Organisational engagement
- Review of data

Topics to be covered:

- Implementation strategy plan
- Communication plan to ensure full co-operation and buy-in
- Developing a training strategy of those using the system
- Recording and analysis of the system data
- Review and feedback of the system
- Next steps

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods

- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

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