



Designing & Implementing Competency Frameworks and Assessment Tools

Maximising the Return on Human Investment

Course Schedule

23 - 27 Dec 2018	Dubai	\$4,750
07 - 11 Apr 2019	Dubai	\$4,950
22 - 26 Dec 2019	Dubai	\$4,950

Why Choose this Training Course?

This Anderson training course delivers in-depth content covering the application of Competency Frameworks to identify, train, develop and improve the return on investment achieved through the human resource. As one of the most expensive budget items, the organisations with the ability to maximise potential and talent will deliver higher profitability and greater investment. Participants will be able to transfer the lessons learnt immediately upon return to work by designing and implementing a competency-based framework which delivers.

This Anderson training course will feature:

- Understanding competence
- Defining the values of organisations and their links to competencies
- Identifying knowledge skills and behaviours which deliver
- Producing evidence-based indicators which remove subjectivity
- Identifying role-model behaviours
- Communicating the commercial benefit of competency frameworks
- Building assessment tools
- Capturing and collating competency evidence
- Upskilling managers in the application of competency based assessments
- Building successions plans
- Linking Learning & development strategies to long term talent management

How will this Training Course be Presented?

This Anderson training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

This includes tutor facilitation, direct input, delegate discussions, real examples, case studies, scenarios, reviews, practical interactive exercises and video.

Who is this Training Course for?

This Anderson training course is applicable to any person actively involved or considering developing a structured approach to managing the return on investment of the human capital via clear identification of criteria, objective measures, assessment and reporting.

This Anderson training course is suitable to a wide range of professionals but will greatly benefit:

- Human Resource Managers and Directors
- Learning and Development Professionals
- Organisational Development Professionals
- Business Consultants
- Operation Managers/Process Managers
- Middle Managers and Team Leaders involved in team development

What are the Goals?

By the end of this Anderson training course, participants will be able to:

- Explain the benefits of Competency Based Frameworks and their uses to their organization
- Show how the assessments play a part in helping their organization perform at a higher level
- Determine characteristics valued by their organization
- Develop a framework aligned with the vision, mission and corporate objectives of the organisation
- Engage with management upon return to work to drive the process
- Pilot and then launch a competency based framework and corresponding metrics
- Measure and audit job performance objectively

OUR QUALITY STANDARD
Fully Accredited to Ensure the Highest Possible Standard



Anderson
Executive Development Centre

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The Course Content

Day One: The Role of Competency Frameworks

This first day is a practical day introducing via case studies, industry scenarios and examples of the role and purpose of competency frameworks:

- The true definition of Competence, including knowledge skills and behaviours
- The role and application of competencies as a business tool
- Achieving Return on Investments via competency frameworks
- Defining organisational competencies linked to business goals
- Links to Vision, Mission, Culture and Corporate Objectives

Day Two: Developing Competency-Based Frameworks

Day two is a project-based practical day preparing participants for the application of competency frameworks within their organisations. Activities include project planning, communication strategies, gathering support etc.:

- Working with Stakeholders
- Communicating the intent
- Launching the project
- Securing employee buy-in
- Conducting Job evaluation
- Sampling – tools and techniques
- Creating “Job families”
- Reviewing progress
- Avoiding pitfalls
- Legal considerations

Day Three: Core Competencies and Criteria

The third day is spent developing competency titles into tangible measures. Delegates will be issued with examples, templates and a methodology to creating evidence-based criteria.

- Converting the ‘what’ from job descriptions into the ‘how’ of competency frameworks
- Examining successful skills
- Attitudes
- Behaviours
- Aptitudes
- Skills
- Knowledge
- Identifying Core or generic competencies
- Defining competency evidence
- Converting generic competencies into job-related evidence statements
- Seeking measurable examples
- Eliminating ambiguity
- Agreeing organisation norms
- Reaching management standards and consensus

Day Four: Assessment Tools – Design, Usage and Data capture

The logistics of performing assessments based on competency frameworks are dealt with on Day Four, participants will undertake a range of assessments during the day to demonstrate the range of assessment tools and their merits

- Designing Scales and weighting
- Observation and feedback methods
- Evidence-based assessment
- Self-assessment – Job Holder Perception
- 180° assessment – Line Manager/Direct Report
- 360° Processes – Feedback from all angles
- Automating the collection and measurement process
- Job Mapping - creating model profiles
- Appeals and disputes process

Day Five: Putting Competency Frameworks to Use

The final day covers the on-going use of competency assessment and the application of the results to strategies for recruitment, learning and development, performance management talent and succession planning.

- Analysis and Reporting of results
- Identifying current weaknesses and future potential competency gaps
- Talent identification
- Integrating with other HR processes
 - Recruiting
 - Appraising
 - Learning and Development
 - Performance Management
 - Salary & Grading Structures
 - Talent management and Succession planning
 - Restructure and redundancy
- Using competency evidence for organisational review and audit
- Linking business goals and objectives to competency development – demonstrating ROI

Professional Recognition and Accreditation



This program has been approved by HR Certification Institute for general re-certification credit hours of HR Professionals. The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

The Certificate

- Anderson Certificate of Completion will be provided to delegates who attend and complete the course
- The HRCI Approved Provider Seal and the corresponding Recertification Credit Hours Awarded will be reflected on the Certificate of Completion

VAT Announcement: The Government of UAE have introduced Value Added Tax (VAT) on goods and services from 01-January-2018. In compliance with the legislation issued by the UAE Government, we will be applying a 5% VAT on the fees for all our programs and services offered from January 2018 as applicable and stipulated in the FTA circulars.