

## Introduction

The purpose of competency-based management is to maximize the potential of people, which is a complex and demanding responsibility. It involves understanding behavior, placing the right individuals in appropriate roles, and motivating them effectively, all of which are essential for leading a successful team or department.

Competency-based management plays a significant role in overcoming these challenges. This course will introduce the concepts of competency-based management and training, and demonstrate how to apply these principles to enhance productivity and job performance.

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## Target Audience

- Department heads, managers, supervisors, and team leaders
  - Human resource managers
  - Human resource professionals
  - Employee relations professionals
  - Individuals responsible for managing or supervising any person, group, or team, particularly within a competency-focused human resource management framework
  - Anyone seeking to improve workplace relationships, productivity, or behavior through competency-based approaches
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## Course Objectives

By the conclusion of this competency-based management training course, participants will be able to:

- Define the concept of a competency and differentiate it from skills and tasks
- Explain how competencies are applied in both public and private sector organizations to enhance competency-based human resource management systems
- Identify the differences among leadership competencies, technical competencies, and behavioral competencies
- Link competencies to organizational goals and values, managing not only what employees do but also how they perform their tasks using a competency-based management system

- Apply competencies across various human resource functions, such as recruitment, assessment, employee development, talent management, performance management, and succession planning

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## Targeted Competencies

Upon completing this course, participants will be able to strengthen their abilities in:

- Managing organizational values by embodying them in everyday actions
- Developing leadership within a competency-based management system
- Designing selection criteria and methods that align with competency-based programs
- Conducting talent management and career planning through competency-focused human resource management
- Implementing succession planning grounded in competency principles
- Managing employee performance with an emphasis on competencies
- Performing assessments based on competency benchmarks
- Supporting employee growth within a competency-based training framework

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## Course Content

### Unit 1: The Connection Between Human Resource Management and Competencies

- A thorough exploration of what competencies are and their importance in competency-based management
- Expectations from human resource professionals for support managers, team leaders, and supervisors
- Responsibilities that support managers, team leaders, and supervisors should take on independently
- The intersection of organizational values, strategy, and human resource management in the context of competency-based management training
- Different approaches to developing competency frameworks, including behavioral event interviews and focus group techniques
- Strategies to secure commitment and support from all stakeholders
- Creating a human resource management framework that centers around competencies
- Overview of technical, behavioral, and leadership competencies

## Unit 2: Competencies in Recruitment

- The detailed process of designing competencies, including clear definitions, identifying negative indicators, and positive indicators
- Recruitment and selection strategies based on competency principles
- Tailoring competency frameworks to support recruitment activities
- The role of assessment centers within competency-based recruitment processes
- Case studies showcasing the use of assessment centers in further education settings within the United Kingdom
- Induction, orientation, and personal development initiatives framed by competency considerations

## Unit 3: Competency-Based Performance Management

- Integrating competencies into performance management systems
- The four key stages of competency-based performance management: setting objectives, providing feedback, coaching, and conducting appraisals
- Conducting periodic performance reviews aligned with competency models
- Linking employee performance to compensation through a competency-based framework
- Steps to introduce a competency-focused performance management system, including consultation, communication, training, and alignment

## Unit 4: Talent Management and Competencies

- Identifying and attracting appropriate talent by applying competency-based methods
- Using competency-based career planning to improve talent retention
- Methods for effective management succession planning within a competency framework
- Engaging in succession planning that depends on established competencies
- The contribution of competency-focused training and development to overall talent management

## Unit 5: Influencing Behavior and Shaping Culture Through Competencies

- Developing organizational values and connecting them to competencies to effectively manage culture
- Understanding motivation from the perspective of competency-based reward systems
- Exploring both external (extrinsic) and internal (intrinsic) forms of reward
- Empowering employees and fostering accountability through competency-based management
- Approaches to organizational restructuring that respect and reflect the required competencies
- Using self-assessment as a tool for developing competencies

- Employing 360-degree feedback processes to support competency growth