

Developing Individuals Using Competencies

Duration: 1 day

Most managers understand the need to set clear objectives for their team members. However, the way in which these objectives are achieved is also important. For example, it is not sufficient for a sales person just to achieve their sales target. If this has been achieved through over zealous persuasion and false promises, the customer will never buy anything from the company again.

Competencies are a way of setting measurable standards of skills, knowledge and behaviour. They are used by most large organisations and many smaller ones, particularly where there is a regulatory need to assess and record skill levels. The whole employment cycle, from recruitment, through performance management to career development, can be effectively underpinned by a good competency framework.

This course helps participants to understand how competency assessment works and how they can use it to support the development of others.

Who should attend this course?

Managers, team leaders, coaches and L&D specialists, who have responsibility for developing others to competence and beyond

Course Objectives

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

- Identify the key elements of effective competency assessment
- Demonstrate the coaching skills required to conduct a competency assessment review
- Help an individual to word a meaningful personal development plan
- Devise realistic ways of monitoring and reviewing an individual's development
- Keep accurate assessment records

Course Outline

How competencies are used

- Competence and competencies – defining terminology
- The competency cycle
- Comparison of approaches – review of participants' own competency frameworks
- Competency assessment – the importance of consistency and honesty
- Providing evidence

Coaching skills

- Preparing for a review meeting
- Questioning and listening
- Gaining commitment to personal development
- The Personal Development Plan – how to make it meaningful

Maintaining competency levels

- The Development Contract - realistic strategies for ongoing review of development
- Effective record keeping
- Continuous Professional Development