



HM022: Competency Based Approach in Training & Development

Training Description:

What is competency-based management? Competency based management (CBM) identifies key skills required for an employee/ executive to achieve a set target; develop and optimise these skills and align to organisations strategies and goals.

What is the competency-based approach? Competencies are skills or abilities that enable and enhance efficiency or performance. Having clearly defined competencies allows employees to know what is expected and how to achieve the expected. What is the purpose of a competency management system? Competency based management accelerate organisational growth and efficiency through workforce planning. Having a well-compiled employee repository enables the management to successfully analyse a project and assign employees based on their competencies.

CMCT has designed this intensive training course on Competency based management to uncover employees' capabilities and character that can activate their performance to achieve the business goals. Efficient implementation of competency-based management benefits the development, learning and workforce planning of an organisation.

Training Objectives:

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

- ✓ Understand, manage, and implement the difference between competencies, abilities, and chores
- ✓ Apply competencies in an administrative framework
- ✓ Distinguish between management, core, operational and standard competencies
- ✓ Align competencies to organisational goals, objectives, and values
- ✓ Determine competencies in public and private corporations
- ✓ Discern between management, technical and behavioural competencies
- ✓ Implement competencies for a range of HR processes
- ✓ Build HR practices that endorse strategic planning
- ✓ Enhance selection and evaluation processes
- ✓ Apply pragmatic approaches to enhance employee's contribution
- ✓ Develop effective procedures for talent management and succession planning
- ✓ Implement practices for motivating and empowering employees

Training Designed for:

This course is intended for HR & OD consultants, Leadership and Management, HR and L & D Professionals.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:

- ❖ **Module 1: Basics of Competency-Based Management (CBM)**
 - What does competency mean?
 - Understanding competency-based management
 - Understanding competencies in the administrative framework
 - Need and importance of competency-based management
 - Evolution of business (after Competency-based training)
 - Identifying competencies
- ❖ **Module 2: Designing Competency Framework**
 - Adapting a competency framework
 - Identifying and associating competencies to talent management
 - Designing a program to identify and align competency to each job role in the organisation
 - Establish Qualitative and Quantitative Measurements
- ❖ **Module 3: Implementing CBMT**
 - Determining the correct course of action (Training employees or actions at managerial level)
 - Analysing training and coaching needs
 - Deploy a measure to assess level of competency expected vs. demonstrated
 - Aligning competencies to organisations goals and values
 - Policies and procedures bolstering the competencies
 - Effective communication throughout the process
- ❖ **Module 4: Aligning Competencies**
 - Competencies in Recruitment and Selection (Behavioural Based Interviews -BBI)
 - Connecting Performance with outcomes – via Behavioural Based Reviews (BBR)
 - Competencies for and within performance management
 - Feedback and development with a competency focused approach
 - Regular assessment and evaluation to stay on course
- ❖ **Module 5: Supervising and Leading Teams**
 - Guidance and encouragement
 - Leadership initiatives
 - Develop and communicate succession plan
 - Monitor performance and Motivate
 - Safeguard business standards
- ❖ **Module 6: Recruiting and Hiring**
 - Job description and specification
 - Identifying Candidates training needs
 - Preventive actions for conflict, deploy disciplinary measures and procedures for grievances
 - Developing compensation packages
 - Aligning recruitment to organisations needs and goals
 - Recruitment and Selection
 - Adapting competency framework for recruitment

- Assessment centres for recruitment
- Onboarding, induction, and orientation
- ❖ **Module 7: Talent and Career Management**
 - Competency-based approach for Talent Management
 - Identifying talent through competency-based assessments
 - Career Management and Succession Planning
 - Develop effective competency-based learning and development frameworks
 - Aligning motivation, performance, and results
 - ROI from competency framework implementation
 - Talent Strategy and Planning
 - Developing and Deploying Talent
 - Retaining and Acquiring Talent
- ❖ **Module 8: Managing Ventures**
 - Formulate comprehensive operational plans
 - Supervise financial and human resources
 - Examine performance alongside objectives
 - Reports, propositions, and modifications
 - Identify external funding environment
 - Strategies project
- ❖ **Module 9: Performance Management**
 - Performance management competencies
 - Performance management steps: defining objectives, giving feedback, coaching, review
 - Performance review
 - Establishing performance management processes
- ❖ **Module 10: Action Planning for Success**
 - Analysing competency management firmness
 - Applying an innovative competency framework
 - Devise an action plan to tackle challenges thereby ensuring success
 - Effective communication and execution strategy
 - Evaluating next course of action
 - Re-evaluate, understand, and curate individual action plan
- ❖ **Module 11: Behaviour and Culture**
 - Boost Employee Motivation and Morale
 - Reward appropriate behaviour for reinforcement
 - Empower through autonomy and accountability
 - 360° Review for consistency
- ❖ **Module 12: FAQ's, Case Studies And discussions**
 - Individual project on developing competency for key job roles
 - Group activity of defining measures of success for each competency, and plan of action for any discord
 - Q & A with experts
 - Role plays on scenarios; competency-based Interviews, feedback/ behaviour-based reviews, etc.

- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

Aisha Relativo - Training & Career Development Manager

aisha@cmc-me.com / training@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615