

# € TRAINING

Designing & Implementing Competency  
Frameworks



7 - 11 October 2024  
Kuala Lumpur (Malaysia)

# Designing & Implementing Competency Frameworks

REF: H1722 DATE: 7 - 11 October 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction

A competency framework' is a structure that sets out and defines each individual competency such as problem-solving or people management required by individuals working in an organization or part of that organization. Organizations with the ability to maximize potential and talent will deliver higher profitability and greater investment. This course delivers in-depth content covering the design, implementation, and application of Competency Frameworks to identify, train, develop, and improve the return on investment achieved through human resources. With Human Capital being one of the most expensive budget items, organizations with the ability to maximize potential and talent will deliver higher profitability and greater investment. Participants will be able to transfer the lessons learned immediately upon return to work by designing and implementing a competency-based framework that delivers.

## Course Objectives

At the end of this course, the participants will be able to:

- An awareness of competency frameworks
- Reviewed how they differ from other methods
- Reviewed the uses of competency frameworks in the HR context
- knowledge of Utilising the framework for recruitment, assessment identification, and development purposes
- knowledge to explain competencies to their managers and supervisors
- Described the process through which competencies are identified
- Identified the benefits of a competency framework
- Developed an action plan for implementation in the workplace

## Targeted Audience

- 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.
- Managers, superintendents, supervisors, and officers in the functions of Human Resources and/or training and development.
- Line managers whose organization is currently, or about to start, use competencies as a framework for recruiting, selecting, and training employees.

## Course Outline

### Unit 1: The Role of Competency Frameworks

- What are competencies?
- What they are intended to do?
- Why the competency approach is needed
- Defining organizational competencies with business goals
- Links to Vision, Mission, Culture, and Corporate Objectives

### Unit 2: Developing the Competency Framework System

- Working with Stakeholders
- Communicating the intent
- Consideration of 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

### Unit 3: Behavioural Frameworks: Design and Development

- Identification of the Behaviours to Measure
- Defining the Behavioural Competency Criteria and Levels
- Methods of Assessment and Utilisation: Psychometrics

### Unit 4: Assessment Tools - Technical Frameworks

- Designing Scales and weighting
- Observation and feedback methods
- Defining the Technical Behaviours to be Measured
- Measurement Methods, Levels, and Assessment

- Technical Data Gathering and Assessment
- Competency Requirements of People to Assess
- Practical Assessment Exercise

## Unit 5: Putting Competency Frameworks to use

- Analysis and Reporting of results
- Identifying weaknesses and potential competency gaps
- Using competency evidence for organizational review
- Demonstrating ROI Utilising the Frameworks for Recruitment, Assessment, and Development
- Implementation Strategy Plan
- Communication Plan to ensure Full cooperation and Buy-in
- Developing a Training Strategy of those Using the System