Behavior-Based Competency Course

Duration: 8 Hours

Course Objectives:

1. Understand the concept of competencies and their importance.
2. Identify key competencies relevant to different roles.
3. Learn methods for assessing competencies.
4. Develop skills to evaluate and improve competencies.

Module 1: Introduction to Competencies

- Understanding Competencies: Definition, types (behavioral, technical), and significance.
- Key Competency Models: Overview of various models (e.g., Lominger, SHL Universal Competency Framework).
- Role of Competencies in Performance Management: Linking competencies to job performance and organizational success.

Module 2: Identifying Key Competencies

- Job Analysis and Competency Mapping: Techniques for identifying competencies required for specific roles.
- Behavioral Indicators: Understanding and defining behaviors that demonstrate competency levels.
- Creating Competency Frameworks: Steps to develop a competency framework tailored to your organization.

Module 3: Methods for Assessing Competencies

- Assessment Techniques: Interviews, psychometric tests, 360-degree feedback, self-assessments, and observation.
- Behavioral Event Interviewing (BEI): Conducting interviews to gather specific examples of past behavior.
- Assessment Centers: Role plays, case studies, simulations, and other group exercises.

Module 4: Evaluating Competencies

- Rating Scales and Competency Matrices: Designing and using rating scales for assessment.
- Feedback Mechanisms: Providing constructive feedback and creating development plans.
- Developing Competency-Based Performance Reviews: Incorporating competencies into regular performance reviews.

Module 5: Improving Competencies

- Personal Development Plans (PDPs): Creating and implementing PDPs for competency development.

- Training and Development: Identifying and designing training programs to address competency gaps.
- On-the-Job Learning: Mentoring, coaching, and job rotations as tools for competency development.

Module 6: Practical Application

- Case Studies and Real-World Examples: Analyzing examples of successful competency-based assessment systems.
- Group Activities and Role Plays: Simulating competency assessment scenarios andpracticing techniques.
- Competency Assessment Projects: Participants work on a project to develop or enhance a competency assessment process in their organization.

Module 7: Continuous Improvement

- Evaluating and Updating Competency Frameworks: Techniques for continuous improvement of competency frameworks.
- Staying Current: Keeping up with trends and advancements in competency assessment.

Course Delivery Methods:

- Lectures and Presentations: Foundational knowledge and theory.
- Interactive Workshops: Hands-on activities and group discussions.
- Role Plays and Simulations: Practical application of assessment techniques.
- Case Studies: Real-world examples for analysis and discussion.
- Self-Assessment Tools: Participants assess their own competencies.
- Feedback Sessions: Peer and instructor feedback on assessments and developmentplans.