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## **The Competencies Workshop 1 Day Training Course**

Using competencies to help drive success and maximise performance in your organisation.

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## Course Aim

To use competencies to help drive success and maximise performance in your organisation.

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### About the course

Worldwide, competencies are the leading approach to improving performance in the workplace.

They help us describe *how* an individual is expected to behave in a work setting that will support the deliverables; that is, *what* an individual does. The basis for using competencies in your organisation is the idea that people are more effective if they are judged on how they behave as well as what they achieve.

They are used in recruitment and selection, training and development, performance management (including appraisals), giving feedback, coaching and discipline. This workshop firstly introduces the concept of competencies and the competency framework, then shows how they can be used in performance management and selection interviewing.

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### Key Outcomes

Participants will:

- Establish a clear understanding of the purpose and value of competencies
- Understand how competencies fit into the organisational big picture
- Use behavioural interviewing and competencies to expertly assess behaviour

### Who should attend

This course is suitable for those who are, or will be, managing the performance and behaviour of others.



## Course Outline

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### Pre-Course Activity

Participants consider some key questions about competencies and their previous experience of them..

### The Concept of Competencies

- Competencies - definitions, purpose and benefits.
- How competencies can help develop and support a business.
- Types of competencies
- Understanding the 'what' and the 'how' - behaviours that align with high performance.
- Using behavioural indicators to manage behaviour
- Competency architecture

### Competencies across the Talent Lifecycle

- The many uses of competencies across the talent lifecycle.

### Using Competencies within Performance Management

- Performance Management - The Big Picture
- How competencies can help within performance management and appraisal.
- Balancing the use of competencies with other performance measures
- Increasing objectivity by separating behaviour from values, beliefs, attitudes and personality.
- Preparing behavioural evidence to demonstrate performance

### Self assessment and Disclosure

- Assessing behaviour using competencies
- Removing performance blind spots using the Johari window.

### Behavioural Interviewing

- Using competencies to interview behaviourally

### Video Content

- The Video Arts production 'Behavioural Interviewing'— taking the guesswork out of recruitment' is used to reinforce learning. The programme looks at the common mistakes made during a selection interview and illustrates just how useful and successful using the behavioural interviewing technique really is.

### Personal Development

- Action planning the transfer of learning to the workplace

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## What Delegates Say

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*"I now understand the full value of competencies and the importance of using them in performance management and selection interviewing. I thought it was a worthwhile course."*

**Participant from Turley**



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## Contact us

This course is available for in-house delivery or at a venue of your choice and can be tailored specifically to meet your business needs. For booking fees or further information contact us:

**0845 519 9395**

**[info@traininginterventions.co.uk](mailto:info@traininginterventions.co.uk)**

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### Related Training Programmes:

- Conducting Effective Appraisals
- Appraisee Preparation Programme
- Performance Management for Managers
- Managing Underperformance
- Effective Influencing Skills

