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a Wolters Kluwer business

Designing and implementing competency-based frameworks

7 October 2008 ■ London

26 February 2009 ■ London

Competencies are now part of the standard toolkit for all HR professionals. This one-day seminar will help you learn how to design and review a competency based framework to suit your organisation.

It will help you:

- Promote the concept throughout your organisation
- Design the most appropriate framework for your organisation
- Define competency evidence
- Implement the framework
- Integrate it with other HR processes
- Assess competence
- Apply the results to TNA
- Use competency evidence for organisational review and audit

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0845 082 1170

"The speaker was knowledgeable and the information was extremely valuable"

Emma Vernon, HR Officer, APM Group Ltd

Why you should attend this seminar

Competencies are now part of the standard toolkit for all HR professionals, but many organisations could be deriving far more benefit from them. If you don't yet have a competency-based framework up and running in your organisation or if you want to extend its use – or if you simply want to benchmark your framework against current best practice – this programme is for you.

Discover how to design and review a competency-based framework to suit your organisation. Get to grips on how to convert the 'what' from job descriptions into the 'how' of competency frameworks and discover how to best define competency evidence. You will also get an insight into how to best launch the frameworks and integrate it into other HR processes such as training needs analysis.

Jocelyn Hughes has extensive experience of designing and implementing competency-based frameworks. This is your opportunity to benefit from her knowledge and experience.

Benefits of attending

This programme will help you:

- 1 Appreciate the full range of benefits offered by a competency framework
- 2 Design a framework for your organisation
- 3 Implement it effectively
- 4 Integrate it with other HR processes
- 5 Maximise the benefits
- 6 Feed the results back into the organisation

Above all, this programme will help you improve business performance – and demonstrate you have done so.

Who should attend?

This programme is intended primarily for:

- HR directors, managers and officers

The following people would also benefit:

- Learning and development specialists
- Recruitment specialists
- Internal HR/personnel consultants who are developing their role

The programme is equally applicable to private and public sector organisations.

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Programme

1 Introduction

- What are competencies?
- What they are intended to do
- Why the competency approach is needed
 - Case studies
 - Reviewing existing approaches
 - Benefits for all concerned
- Defining organisational competencies in line with business goals

2 Designing competency-based frameworks

- Job evaluation
- Sampling
- Job families
- Legal considerations

3 Converting the 'what' from job descriptions into the 'how' of competency frameworks

- Examining successful skills
- Attitudes
- Behaviours
- Aptitudes

4 Defining competency evidence

- Customising generic competencies with localised application
- Seeking measurable examples
- Agreeing organisation norms
- Reaching management standards and consensus

5 Putting competency frameworks to use

- Launching the project
- Securing employee buy-in
- Reviewing progress
- Automating the collection and measurement process

6 Integrating with other HR processes

- Recruiting
- Appraising
- Identifying potential
- Developing individuals
- Correcting performance

7 Assessing competence

- Observation and feedback
- 180° and 360° feedback

8 Competency evaluation for training needs analysis

- Analysing collective results
- Identifying current weaknesses and future potential competency gaps

9 Using competency evidence for organisational review and audit

- Reporting results
- Linking business goals and objectives to competency development

Speaker

Jocelyn Hughes



Jocelyn Hughes is a consistently highly-rated seminar presenter and trainer, with in-depth knowledge of competency-based frameworks. A training and development professional of more than 20 years' standing, with nearly ten years' experience as an independent consultant, she has had direct management experience of a range of industries as diverse as retail and telecommunications. Her clients include Warner Brothers; Turner Broadcasting; Hertfordshire County Council; BT Mobile; Sony Ericsson; O2; Motorola; University of Surrey and many others.

As a pragmatist, Jocelyn Hughes has a hands-on approach to training design and delivery focusing on professionalism, effectiveness and adding value. She is a strong advocate of training for a reason, taking a practical approach that aims to provide delegates and organisations with valuable content, readily transferable to the workplace.

Continuing professional development

Croner Training is a registered member of the CPD Certification Service. Croner Training courses are accredited by the CPD Certification Service which encourages the provision and assists in the dissemination of high quality, independently certified Continuing Professional Development (CPD) throughout a wide range of industry sectors. Certificates of attendance are available at the event for delegates who wish to claim credits in respect of continuing professional development requirements. Please visit www.cpd.uk for more information.



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For more information about this service – and a no-obligation quotation – please call **Janine Benschner** on **0845 082 1169** or e-mail janine.benschner@cronertraining.co.uk

7 October 2008

Strand Palace Hotel
372 Strand
London
WC2R 0JJ

Tel: (020) 7836 8080

Nearest tube: Charing Cross/Embankment

Registration and coffee: 9.00–9.30; close 5.00

26 February 2008

Central London

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Designing and implementing competency-based frameworks

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2 delegates: £649 VAT = £762.58

Early booking price: 1 delegate: £599 + VAT = £703.83

2 delegates: £1198 + VAT = £1407.65

Standard price: 1 delegate: £649+ VAT = £762.58

2 delegates: £1233.10 + VAT = £1448.89

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