

# Competencies – Design, Development and Implementation Course

## Venue Information

---

**Venue:** London UK

**Place:**

**Start Date:** 2026-09-08

**End Date:** 2026-09-12

## Course Details

---

**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** HRMC

**Course Code:** HRMC-24

## Syllabus

---

### Course Syllabus

#### Introduction

Managers, superintendents, supervisors and officers in the functions of Human Resources and/or training and development. The program is also very useful for line managers whose organization is currently, or about to start, using competencies as a framework for recruiting, selecting and training employees.

#### Objectives

- Define competencies, their history and the important role they play in Human Resources and the organization.
- Analyze the main components of a competency and the differences between each.

- Utilize competencies and behavioral indicators in performance appraisal systems.

## **Content**

### **Day One**

#### **Human Resources Management (HRM)**

- Definitions and Objectives of HRM
- The Main Functions in HR
- Examples of HR Organization Charts
- Recruitment and Selection Cycle
- Training and Development Cycle
- Performance Management Cycle
- Compensation and Benefits Cycle

### **Day Two**

#### **Competencies: History and Definitions**

- History, Origins and Definitions
- Components: Differences between Knowledge, Skills and Competencies
- The Iceberg Model
- Competence versus Competency

### **Day Three**

#### **Competency Frameworks and Models**

- Types of Competencies
- Standard Levels of Competence
- The Use of Behavioral Indicators
  - Behavioral versus Performance Indicators
  - Level Customization
- Competency Job Profiles versus Job Descriptions
- Competency Job Profiles and Personal Profiles
- Competency Gap Analysis

### **Day Four**

#### **Competency Analysis**

- Extracting Competencies from Strategic Plans
- Introduction to HR Strategies, Vision and Mission Statements
- Critical Success Factors
  - Key Result Areas

## **Competency-Based Selection**

- Defining Job Requirements
- Designing and Conducting Competency-Based Interviews
- Competency-Based Selection

## **Competencies in Training and Development**

- Classical Training Needs Analysis (TNA)
- Competency-Based TNAs
- Competencies in Succession Planning
- Advantages and Disadvantages
- Translating Personal Competence to an Appraisal Rating: The Main Formula