

Performance and Competency Frameworks: Design, Development and Implementation

1st and 2nd October 2020
Palms Hotel
Quatre Bornes



Performance and Competency Frameworks: Design, Development and Implementation

INTRODUCTION

Performance and Competency Management is ensuring that the employee and the organization are focused and aligned towards strategic priorities. This training course will show you how to design, develop, implement and integrate Performance Objectives, Behavioural expectations (Competencies), Critical Success Factors and Key Performance Indicators into a performance management and competency management framework applied by a highly skilled leadership, managerial, and supervisory team.

Moreover this course will focus on the design and development of Competency Frameworks which provides a blueprint for identifying key and critical behaviours to ensure outstanding performance and most important how to measure and appraise them. This course will provide you with the knowledge and tools required to develop these models and engage the organization in effective ongoing usage of them.

PROGRAMME OBJECTIVES

- The comprehensive design and implementation of an effective Performance and Competency Management Framework
- The core skills that leaders across all levels require to be effective in Performance Management
- Performance appraisals that work in a diverse and multi-cultural environment
- Managing and Improving on low and non-performance
- Maintaining excellent performance via positive reinforcement and affirmation
- Achieving the balance between accountability, responsibility, empowerment, and results
- Core techniques to build key competency-based practices that enable corporate goals
- Improvements to key processes for talent and productivity management
- Systematic approach for competencies to deliver value to the organization
- Critical Techniques for motivating, empowering and retaining talent
- Build the definitive business case by linking competencies with proven results

WHO SHOULD ATTEND?

It will be of benefit to all Professionals, who are:

- Responsible for organizational improvement
- Concerned with achieving standards of excellence
- Interested in enhancing their management skills
- Interested in enhancing their leadership skills
- Responsible for strategic planning
- Responsible for team leadership
- Considering future HR delivery
- Interested in performance improvement through people development
- Wanting to understand the value adding processes HR can offer in supporting the organisation
- Exploring options in the introduction of new pay and benefits system can change productivity

TRAINING METHODOLOGY

Participants will learn by active participation during this Enhanced HR Management training course through the use of a wide variety of instructional techniques. There will be group exercises to allow for a "hands on" approach to learning. Instructional films will be utilized to present "best practices" approaches, facilitating the delegate's group discussions and examining case studies along with timely inputs from the training course leader.

Exploring options, testing benefits/potential pitfalls and various courses of action.

Finally delegates will experience a relaxed, friendly and supportive environment, evidence suggests that delegates learn best and remember more in such an environment.

PROGRAM OUTLINE

MODULE 1

Designing the Performance Management Framework

- The Context and Business Case for Performance Management
- Strategic and Integrated Performance Management
- The Importance of Establishing a Culture of High Performance
- The Principles and Building Blocks of Effective Performance Management
- The Role of HR and Leaders within Performance Management
- Motivational Theories, Models and their Role in Performance Management
- The Psychological Contract in Practice

MODULE 2

Setting Objectives

- What are the performance objectives?
- Key Elements of Performance Objectives – SMART
- The Importance of Agreeing to Objectives
- Quantitative and Qualitative Objectives
- Developing SMART Objectives
- Setting Objectives
- Achieving Holistic Organization Integration – Vertical, Horizontal and Functional

MODULE 3

Key Performance Indicators (KPIs)

- What are KPIs?
- Significance of Performance Objectives and KPIs
- Developing the Best KPIs for Your Organization
- Designing KPIs that Matter
- The Value of the Balanced Scorecard (BSC)
- The Purpose of Employee Appraisal
- Managing Challenges with the Employee Appraisal

MODULE 4

Managing Performance

- Monitoring Employee Performance with Ongoing Review
- Addressing the Performance Gap
- Managing a Performance Problem
- Agreeing with the Performance Appraisal Rating
- Performance Appraisal and the Link to Rewards and Recognition
- Benchmarked Performance Appraisal Methods

MODULE 5

Positive and Constructive Feedback and Coaching

- Constructive and Developmental Feedback
- Impact of Giving and Receiving Useful Feedback
- Coaching for Effective Performance
- Continuing Professional Development: (PDP)
- Review, Summary and Final Evaluation

IN-HOUSE TRAINING

Valdus is capable of conducting this training programme exclusively for your delegates. Please e-mail us on training@valdus.net for further information and/or to receive a comprehensive proposal.



MODULE 6

Building the Business Case for Competency Management

- Understanding Competencies in the Organizational Context
- Major Benefits of Competency Management
- Assessment of Competency Management Readiness
- Defining the roles for Senior Management, Managers and HR
- Developing the Competency Project
- Alignment of Corporate Goals with Leadership, Core, Functional and Generic Competencies

MODULE 7

Designing the Competency Project

- Introducing the various approaches to a Competency Project
- Adopting the right approach
- Adapting a competency framework for use in the value chain of core people related activities
- Defining and linking Competencies for Talent Management parameters
- Defining Core People and HR Activities for Competency Implementation
- Establishing Qualitative and Quantitative Measurements

MODULE 8

Alignment of Competencies

- Application of Competencies in Recruitment and Selection
- Linking Performance with results – via Behavioural Based Reviews
- Defining Competencies for Performance management
- Competencies within the performance management process
- Competency based approach with the Continuous Performance feedback cycle
- Defining Ratings and Measurements that matter for proven results

MODULE 9

Talent Management

- The business case for a competency-based approach for Talent Management
- Using Competency Based Assessment Centres for Talent Identification
- Career Management and Succession Planning
- Building effective competency-based Learning and Development frameworks
- Linkages between Motivation, Performance and Results
- ROI from the Competency Framework in core implementations

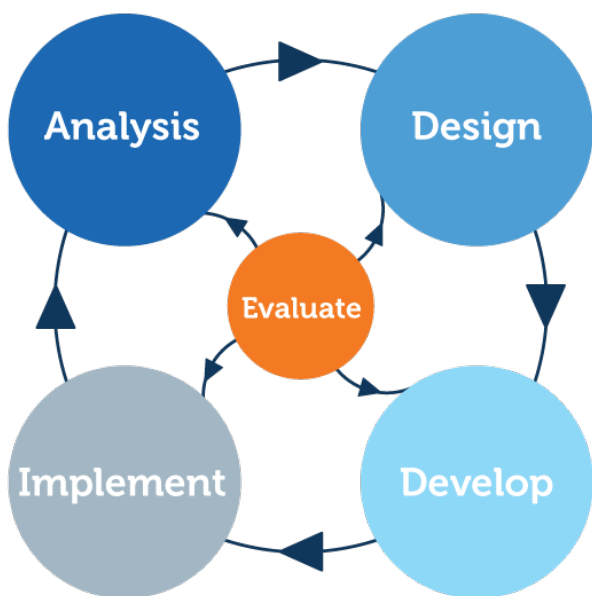
MODULE 10

Competency Mapping

- Competency Profiling
- Mapping the Individual Employee competencies to job role Competencies
- Competency dictionary development
- Competencies for different job families and grades
- Creating Competency assessment centre to ensure sustainability of the Competency Framework
- The Strategic Role of Competency Mapping?
- Process for Developing Competency Mapping Model.

OTHER COURSE DETAILS

APPROACH



We use the ADDIE model to continuously improve our course contents and delivery. We revise and modify existing courses and implement new instructions. The process is systematic and systemic; steps are taken in the design phase of the course that are dependent upon each other to ensure that all participants are satisfied with the delivery and match their expectations.

- We use comprehensive course notes and materials.
- Interactive Style lecturing: combining lecture, discussion and practical exercises.
- This course is weighted as follows:

- 40% Theory
- 60% Practical

- NOTE: OUR COURSES CAN BE TAILOR MADE AND EXTENDED TO COVER OTHER IDENTIFIED GAPS IN YOUR ORGANISATION BASED ON ITS SPECIFIC NEEDS. CALL US TODAY FOR MORE INFORMATION.

ABOUT THE TRAINERS

Your main trainer holds an MBA in Human Resources and is a leading and recognised professional in the area of Performance and Competency Management. He has vast exposure and experience as HR Manager and HR Director in various industries in Mauritius, South Africa and Japan for more than 26 years.

He has implemented various HR projects in several companies in Mauritius and been actively involved in the management and implementation of integrated Human Resource Solutions, customised to fit specific requirements and business environments

COURSE REGISTRATION

There are 3 ways you can register for the course:

1. Call on +230 261 0909 | 2901 | 3092
2. Email us at training@valdus.net
3. Register online at <https://www.valdus.net/register.php>

YOUR INVESTMENT

- The course fee is Rs. 15,000 per participant
- If there are 3 or more participants from your company, a discount of 10% will be applicable
- Course is MQA approved and you will be eligible for HRDC refund up to 75%