

INTRODUCTION TO COMPETENCY-BASED SYSTEMS

Benefits and outcomes

- Identify the key elements of a successful competency model.
- Make sound decisions on designing and implementing competency modeling projects in your organization.
- Map organizational strategy and your competency modeling efforts.
- Vary the degree of rigor in your data collection and analysis.
- Understand the different methods of data collection and model building, and their advantages and disadvantages.
- Become familiar with the most common applications of competency models.

Program Curriculum

Module 1: Defining Competencies

- The history of competency modeling
- Definitions of competency modeling
- Elements and components of a competency model

Module 2: Strategic Context of Competency Modeling

- The strategic context of competency modeling
- Elements in the strategic context of competencies

Module 3: The Practice of Competency Modeling

- Key steps to successful models
- Preparing for a competency project
- The steering committee
- Writing a project proposal
- The continuum of rigor
- Using focus groups and expert panels
- Three methods for validating a model

Module 4: The Behavioral Event Interview (BEI) Approach

- The BEI process of building competency models
- How to determine the interview sample
- Critical incidents (Behavioral Analysis)
- Twenty traps to avoid in conducting an interview
- Coding data from a BEI transcript
- Writing themes
- The model building meeting

Module 5: The Accelerated Competency Systems (ACS) Approach

- The menuing process
- Work profiles
- Quality requirements and behavioral indicators
- ACS applications and tools

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