

HUMAN RESOURCES | COURSE BROCHURE

Competency Frameworks Design and Implementation

5 days | Classroom training | English

SMART HORIZON

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London W2 6BD, United Kingdom

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Course content

Why attend

Competency frameworks describe the skills and behaviours that drive performance and underpin recruitment, development and promotion. This course explains how to design technical and behavioural competency frameworks, define proficiency levels, validate them with stakeholders and embed them in HR processes.

A good framework creates a common language for talent; a poor one becomes a forgotten document. You will learn to build frameworks that people use.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Framework design workshops, behavioural indicator writing, validation exercises and integration planning.

Course objectives

By the end of this course, participants will be able to:
• Explain uses of competency frameworks
• Identify core, leadership and technical competencies
• Define proficiency levels and behavioural indicators
• Validate frameworks with stakeholders
• Embed competencies in HR processes
• Maintain and update frameworks

Target audience

This course is suitable for:
• HR and talent professionals
• Learning and development managers
• Organisational development specialists
• Recruitment managers
• Line managers



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Target competencies

Participants will develop competencies in:

- Framework design
- Behavioural indicators
- Stakeholder validation
- HR integration
- Governance

Course outline

Day 1: Competency Foundations

09:00–10:08	What competencies are
10:08–11:00	Uses in HR
11:00–11:30	**Coffee break**
11:30–11:45	Uses in HR (continued)
11:45–12:53	Framework types
12:53–14:00	Exercise

Day 2: Identifying Competencies

09:00–10:08	Job analysis
10:08–11:00	Critical incident techniques
11:00–11:30	**Coffee break**
11:30–11:45	Critical incident techniques (continued)
11:45–12:53	Stakeholder input
12:53–14:00	Workshop

Day 3: Levels and Indicators

09:00–10:08	Proficiency scales
10:08–11:00	Writing indicators
11:00–11:30	**Coffee break**



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11:30–11:45	Writing indicators (continued)
11:45–12:53	Avoiding overlap
12:53–14:00	Practice

Day 4: Validation

09:00–10:08	Testing with managers
10:08–11:00	Pilots
11:00–11:30	**Coffee break**
11:30–11:45	Pilots (continued)
11:45–12:53	Refinement
12:53–14:00	Exercise

Day 5: Embedding

09:00–10:08	Recruitment and assessment
10:08–11:00	Development and promotion
11:00–11:30	**Coffee break**
11:30–11:45	Development and promotion (continued)
11:45–12:53	Maintenance
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	9 Nov 2026	13 Nov 2026	**£3,150.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
London Confirmed dates	30 Nov 2026	4 Dec 2026	**£2,450.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**£1,250.–**
Amsterdam Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,540.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.–**
Cape Town Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,890.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.–**
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**£3,150.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.–**
Rome Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Barcelona Confirmed dates	22 Mar 2027	26 Mar 2027	**£2,840.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.–**
Vienna Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,940.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.–**
Frankfurt Confirmed dates	3 May 2027	7 May 2027	**£2,650.–**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Barcelona Confirmed dates	24 May 2027	28 May 2027	**£2,840.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Dubai Confirmed dates	7 Jun 2027	11 Jun 2027	**£3,150.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.-**
Rome Confirmed dates	28 Jun 2027	2 Jul 2027	**£2,450.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,250.-**
Istanbul Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,650.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**
Cape Town Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,890.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Paris Confirmed dates	30 Aug 2027	3 Sept 2027	**£2,860.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Rome Confirmed dates	13 Sept 2027	17 Sept 2027	**£2,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Cape Town Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,890.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.-**
London Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
Vienna Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,940.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online