

HUMAN RESOURCES | COURSE BROCHURE

Designing & Implementing Competency Frameworks

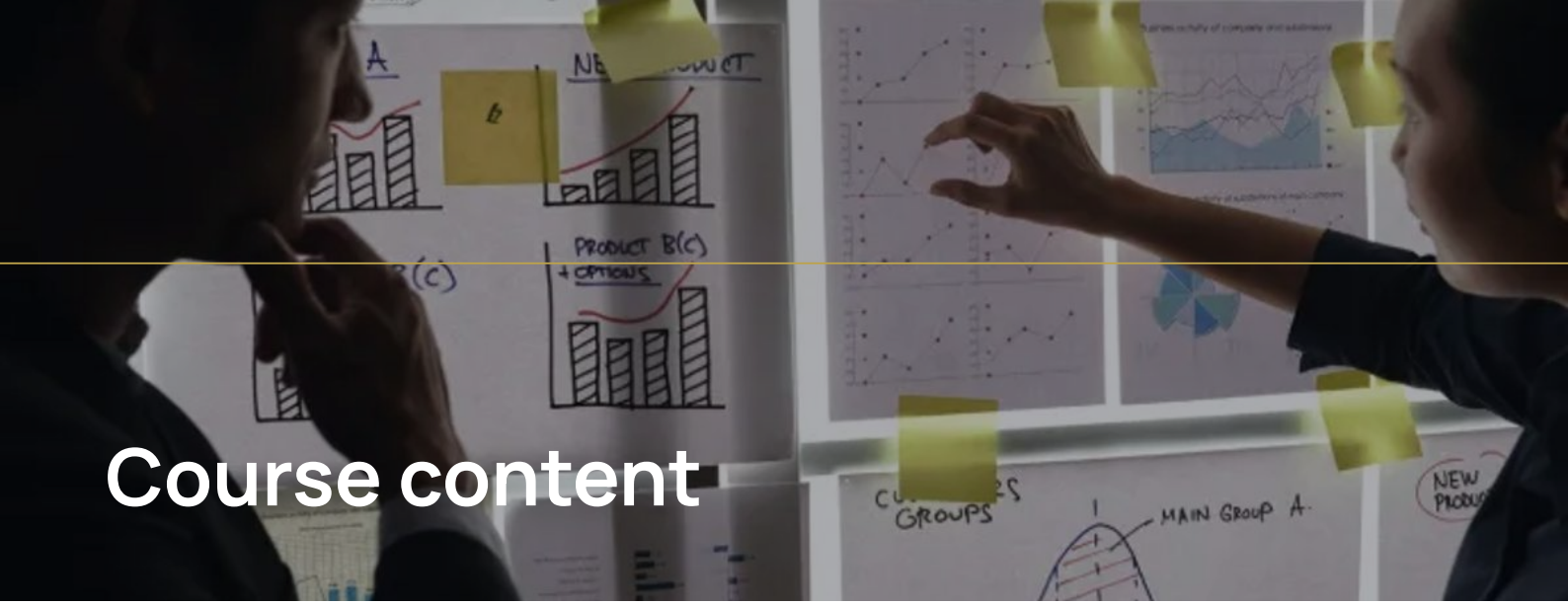
5 days | Classroom training | English

SMART HORIZON

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London W2 6BD, United Kingdom

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Course content

Why attend

This course focuses on the design and implementation of competency frameworks within organisations. Participants will learn to identify, develop, and apply competencies that align with organisational goals, enhancing workforce performance and strategic alignment while ensuring effective talent management and employee engagement.

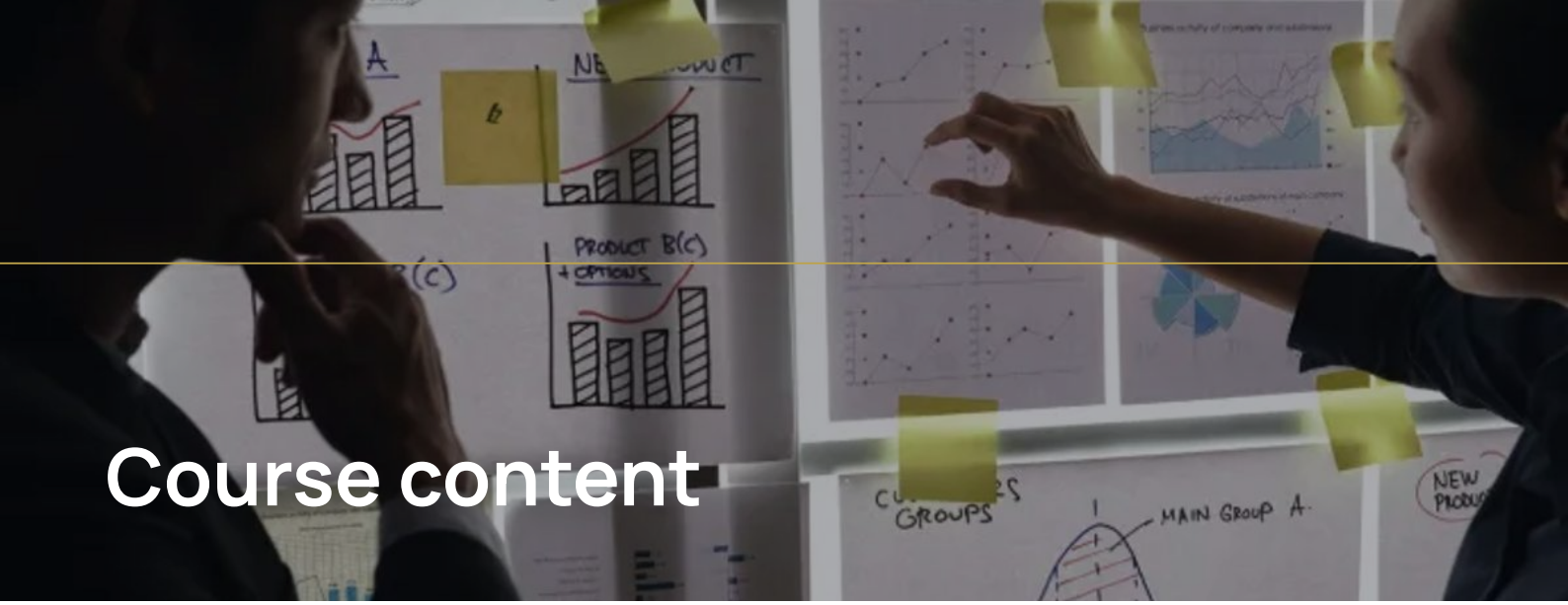
Organisations often struggle to align employee skills with strategic objectives, leading to inefficiencies and skill gaps that hinder performance. A well-structured competency framework addresses these issues by providing clarity on required skills and behaviours. This clarity facilitates targeted training and development, ensuring that employees possess the necessary competencies to meet organisational goals. By participating in this course, attendees will gain insights into the critical role of competency frameworks in enhancing workforce effectiveness, engagement, and overall organisational success, equipping them to drive meaningful change in their organisations while fostering a culture of accountability and performance.
Participants will engage in practical exercises that simulate real-world scenarios, such as assessing current competencies and designing frameworks tailored to their organisation's needs. They will also learn to implement strategies for integrating these frameworks into HR processes, including recruitment, performance management, and employee development. By practising these skills, attendees will enhance their ability to make informed decisions about talent management and workforce planning. This course empowers participants to create frameworks that not only align with strategic objectives but also foster a culture of continuous improvement and professional growth, ultimately leading to a more capable and aligned workforce.

Professional Problems This Course Is Designed to Solve

- Inconsistent definitions of the capabilities required for roles.
- Recruitment and development decisions without shared criteria.
- Competency frameworks that are difficult to apply in practice.

Course methodology

The course employs a blend of interactive workshops, case studies, and group discussions to facilitate learning. Participants will engage in hands-on activities that involve analysing existing frameworks, designing new competencies, and implementing strategies. Specific exercises include role-playing stakeholder consultations, developing assessment tools, and simulating competency evaluations. Outputs will include competency maps, assessment tools, and implementation plans, providing tangible evidence of learning and application. This approach ensures that participants can apply their knowledge directly to their organisational contexts, enhancing retention and practical capability while fostering collaboration and peer learning throughout the course. The focus on real-world scenarios and practical outputs will solidify participants' understanding and application of competency frameworks.



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Course objectives

By the end of this course, participants will be able to:
• Analyse existing competency frameworks to identify strengths and weaknesses.
• Design a competency framework tailored to specific organisational needs and roles.
• Implement strategies for integrating competencies into HR processes and practices effectively.
• Evaluate the effectiveness of competency frameworks in driving organisational performance and employee engagement.
• Develop assessment tools to measure competency levels in employees and track progress over time.
• Justify the alignment of competencies with organisational goals and strategic objectives.
• Create a communication plan for stakeholders regarding the competency framework and its benefits.
• Assess the long-term impact of competency frameworks on organisational culture and employee development.

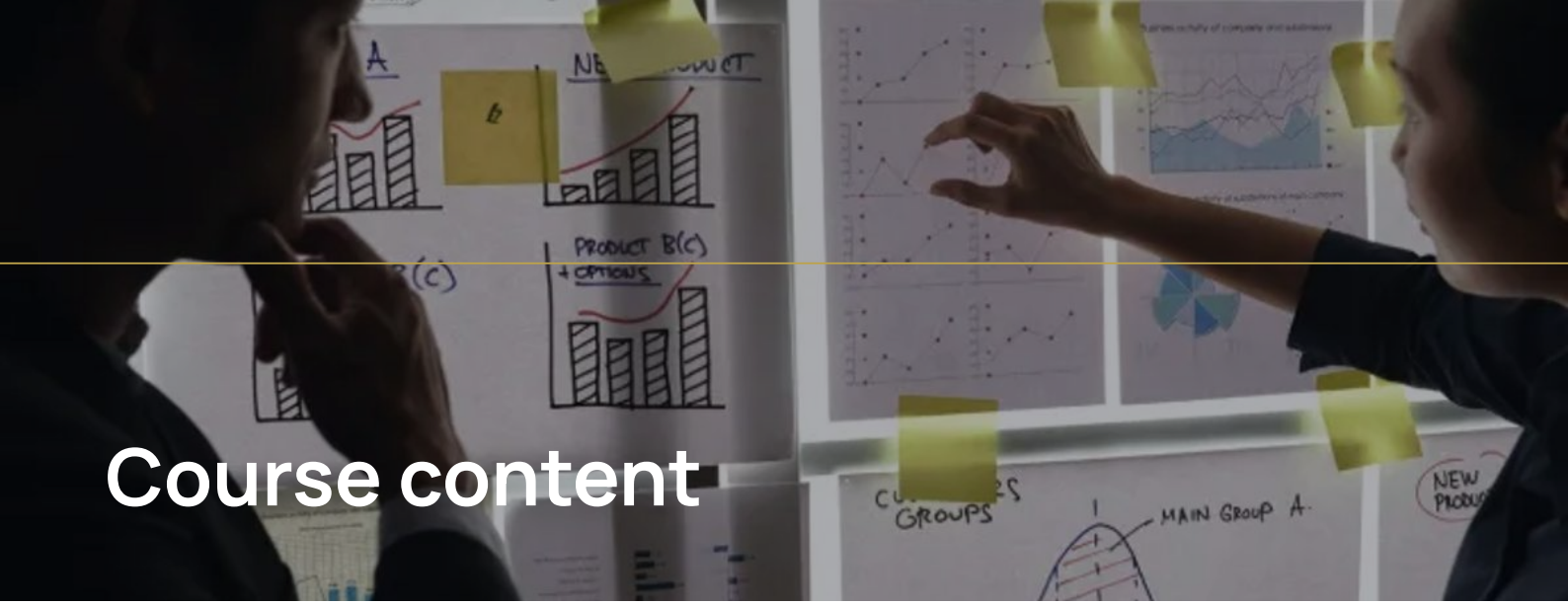
Target audience

This course is suitable for:
• HR Managers responsible for talent development and performance management.
• Learning and Development Specialists focused on training and skills enhancement.
• Organisational Development Consultants advising on workforce alignment and capability building.
• Team Leaders aiming to improve team performance through competency identification and development.

Target competencies

Participants will develop competencies in:
• Ability to analyse and assess existing competency frameworks critically.
• Skill in designing tailored competency frameworks for specific organisational contexts.
• Proficiency in implementing competency frameworks within HR processes and practices.
• Capability to evaluate the impact of competencies on organisational performance and employee engagement.
• Expertise in developing assessment tools for competency measurement and tracking.
• Competence in aligning competencies with strategic organisational goals and objectives.
• Skill in effectively communicating competency frameworks to stakeholders and employees.
• Ability to foster a culture of continuous improvement in competency development and application.

Course outline



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Day 1: Understanding Competency Frameworks

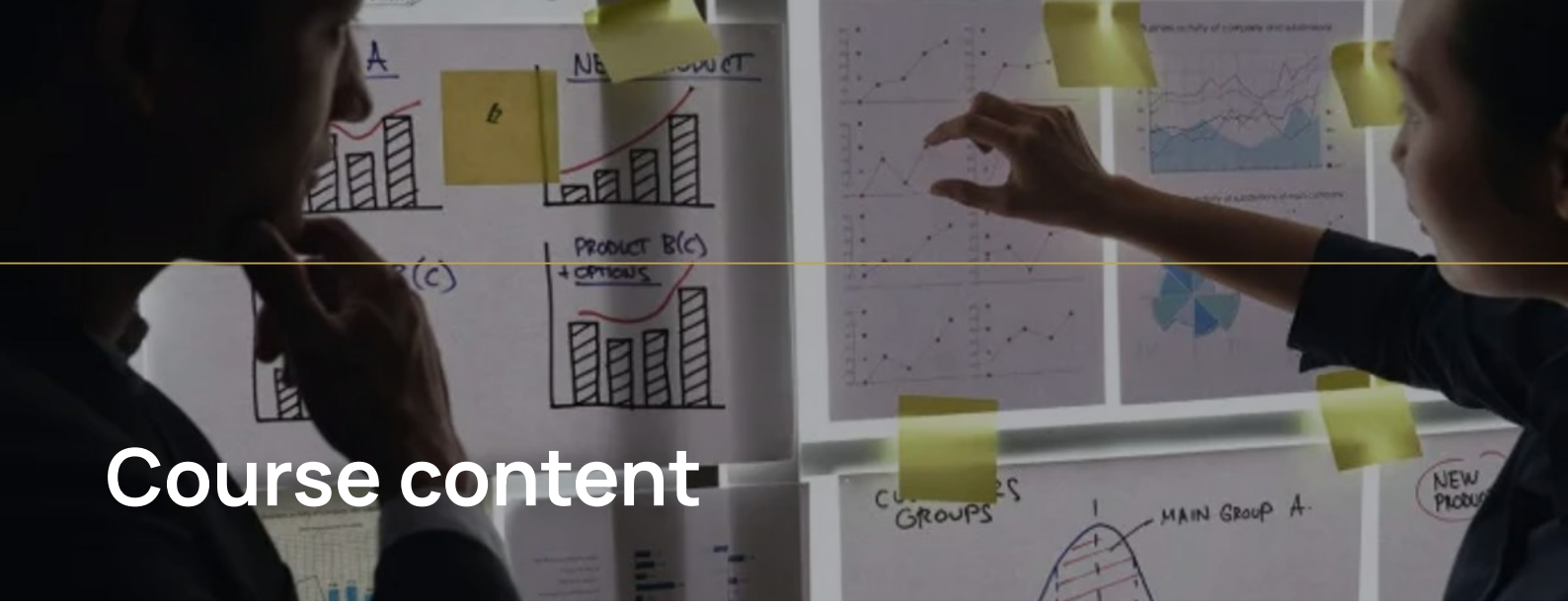
Applied activity: Participants will analyse a fictional organisation's existing competency framework, identifying gaps and areas for improvement. They will work in groups to discuss their findings and propose enhancements based on best practices and organisational needs, considering stakeholder perspectives and organisational culture.
Output: A report summarising the analysis and proposed improvements to the competency framework.

09:00–09:54	Define competency frameworks and their purpose in organisations.
09:54–10:48	Explore the benefits of implementing competency frameworks for talent management and organisational success.
10:48–11:00	Identify key components of effective competency frameworks, including behaviours, skills, and performance indicators.
11:00–11:30	**Coffee break**
11:30–12:12	Identify key components of effective competency frameworks, including behaviours, skills, and performance indicators. (continued)
12:12–13:06	Discuss common challenges in developing and maintaining competency frameworks in diverse environments.
13:06–14:00	Review case studies of successful competency framework implementations across various sectors.

Day 2: Designing Competencies

Applied activity: In small groups, participants will design a set of competencies for a fictional organisation based on its strategic objectives. They will present their competencies to the class for feedback, focusing on alignment with organisational goals and the needs of various departments.
Output: A draft competency framework including defined competencies, proficiency levels, and stakeholder input.

09:00–09:54	Identify organisational needs and strategic objectives for competency design through stakeholder engagement.
09:54–10:48	Develop competencies that reflect required skills and behaviours relevant to the organisation's mission and values.
10:48–11:00	Create competency definitions and proficiency levels for various roles within the organisation.
11:00–11:30	**Coffee break**
11:30–12:12	Create competency definitions and proficiency levels for various roles within the organisation. (continued)



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12:12–13:06	Utilise stakeholder input in the competency design process to ensure relevance and buy-in from key personnel.
13:06–14:00	Draft a competency framework outline for review and feedback from peers and stakeholders.

Day 3: Implementing Competency Frameworks

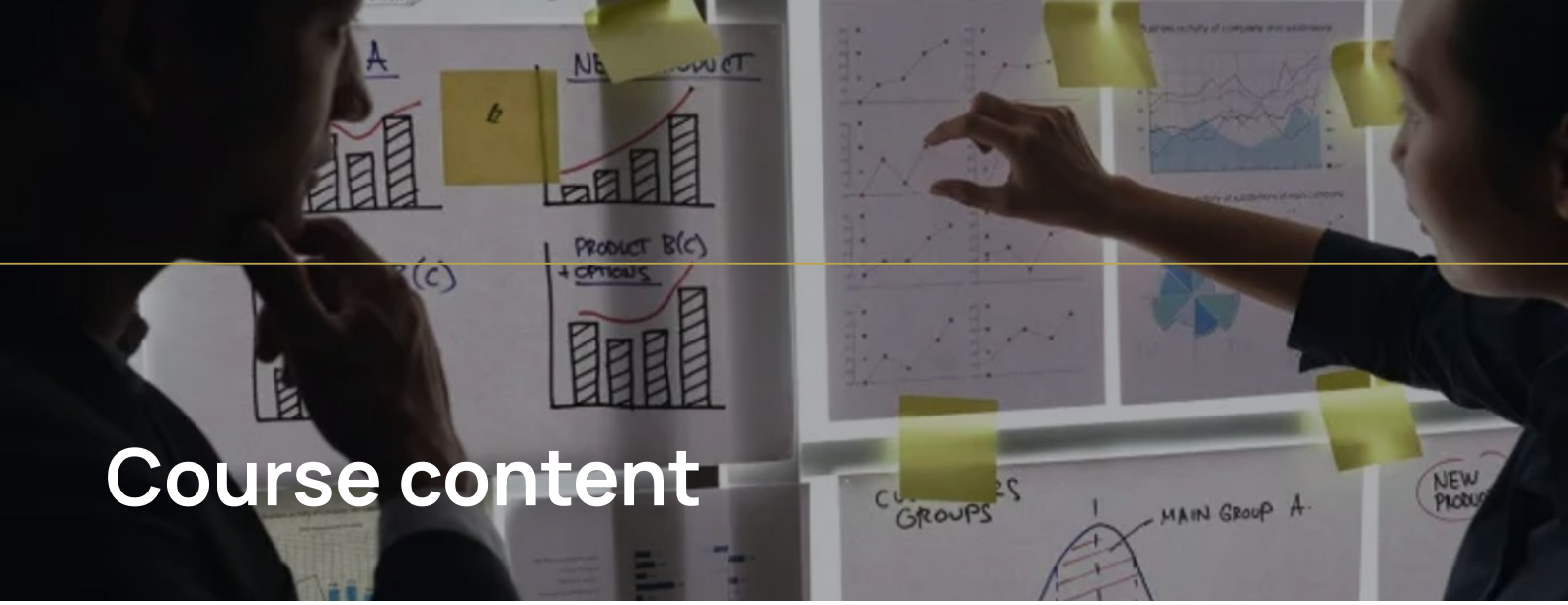
Applied activity: Participants will create an implementation plan for their designed competency framework, detailing steps for integration into HR processes and communication strategies. They will role-play presenting this plan to stakeholders, addressing potential concerns and questions.
Output: A comprehensive implementation plan for the competency framework, including communication strategies and timelines.

09:00–09:54	Develop a comprehensive plan for implementing the competency framework within the organisation, including timelines and responsibilities.
09:54–10:48	Integrate competencies into recruitment, selection, and onboarding processes to ensure alignment from the start.
10:48–11:00	Align performance management systems with the competency framework for consistency and clarity in evaluations.
11:00–11:30	**Coffee break**
11:30–12:12	Align performance management systems with the competency framework for consistency and clarity in evaluations. (continued)
12:12–13:06	Train HR staff and managers on effectively using the competency framework in their roles and decision-making processes.
13:06–14:00	Establish a communication plan for stakeholders to ensure understanding, engagement, and buy-in for the competency framework.

Day 4: Evaluating Competency Frameworks

Applied activity: Participants will develop an evaluation strategy for their competency framework, including metrics and assessment tools to measure effectiveness and impact on employee performance and engagement. They will present their strategies for peer review and feedback.
Output: An evaluation strategy document outlining metrics, assessment tools, and improvement recommendations.

09:00–09:54	Identify metrics for evaluating the effectiveness of competency frameworks in practice and their impact on performance.



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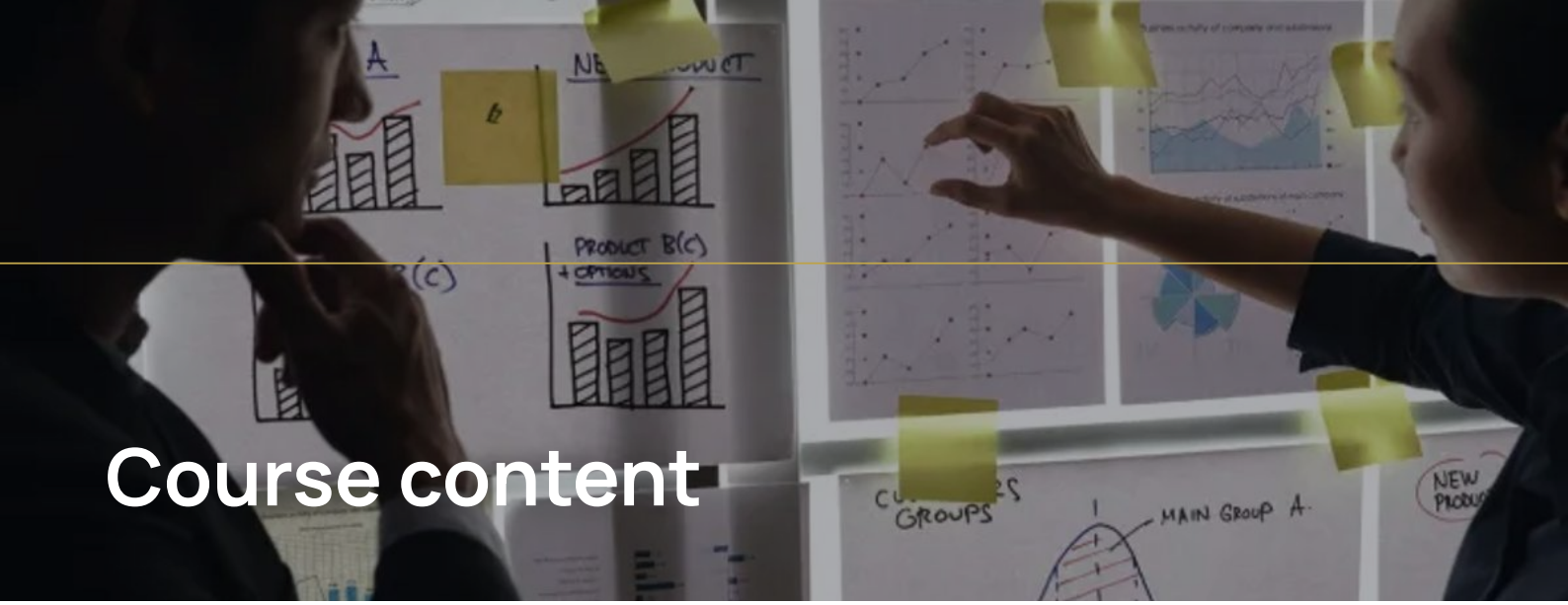
09:54–10:48	Develop assessment tools to measure employee competencies and track progress over time, ensuring continuous feedback.
10:48–11:00	Analyse feedback mechanisms for continuous improvement of the competency framework based on stakeholder input.
11:00–11:30	**Coffee break**
11:30–12:12	Analyse feedback mechanisms for continuous improvement of the competency framework based on stakeholder input. (continued)
12:12–13:06	Discuss methods for aligning competencies with changing organisational needs and goals through regular reviews.
13:06–14:00	Review case studies on the evaluation of competency frameworks and their impact on performance and employee engagement.

Day 5: Integrating Competencies into Organisational Culture

Applied activity: In teams, participants will create a comprehensive roadmap for integrating their competency framework into the organisational culture, including initiatives for employee engagement, training, and ongoing development. They will present their roadmaps to the class for feedback and refinement.
Output: A detailed roadmap for embedding the competency framework into the organisational culture, with actionable steps and timelines.

09:00–09:54	Explore the role of competencies in shaping and reinforcing organisational culture and employee behaviours.
09:54–10:48	Develop strategies for embedding competencies into daily operations and employee behaviours through training and initiatives.
10:48–11:00	Engage employees in competency-based initiatives and training programmes to foster ownership and accountability.
11:00–11:30	**Coffee break**
11:30–12:12	Engage employees in competency-based initiatives and training programmes to foster ownership and accountability. (continued)
12:12–13:06	Assess the long-term impact of competency frameworks on organisational performance and culture through regular evaluations.
13:06–14:00	Create a roadmap for ongoing competency development and refinement to ensure relevance and alignment with strategic goals.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



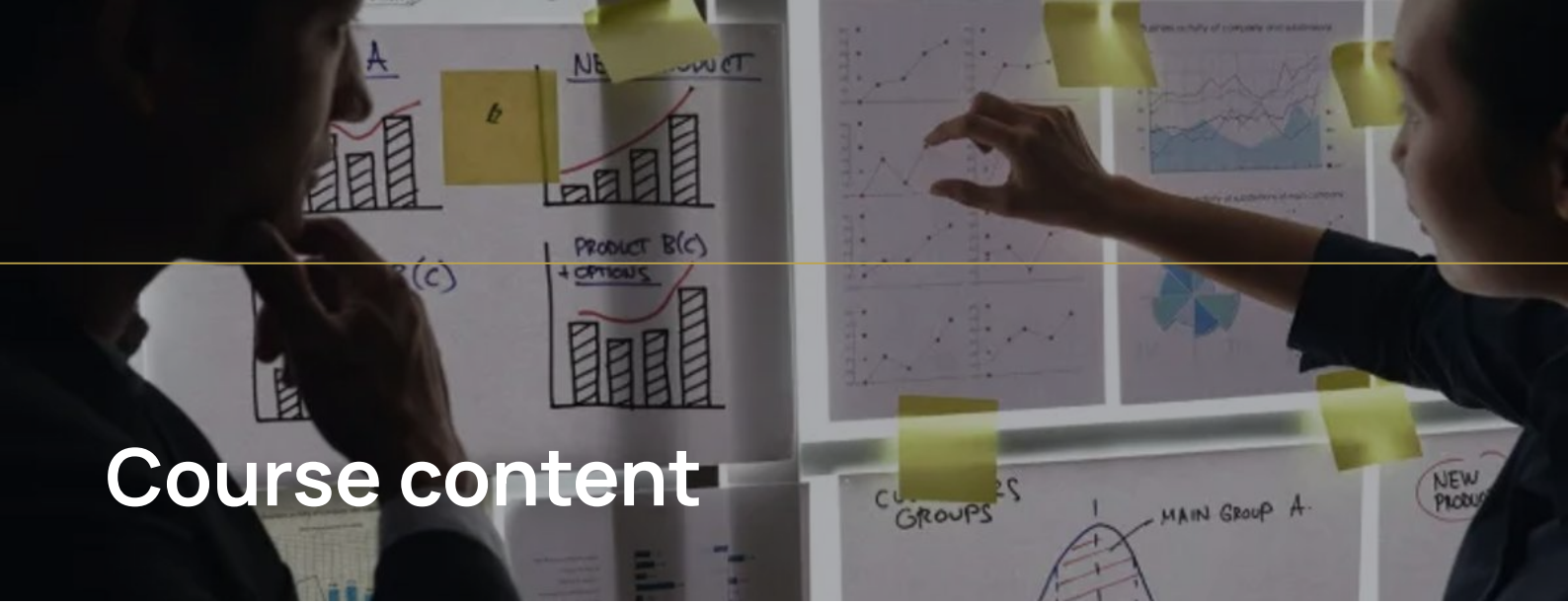
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sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

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

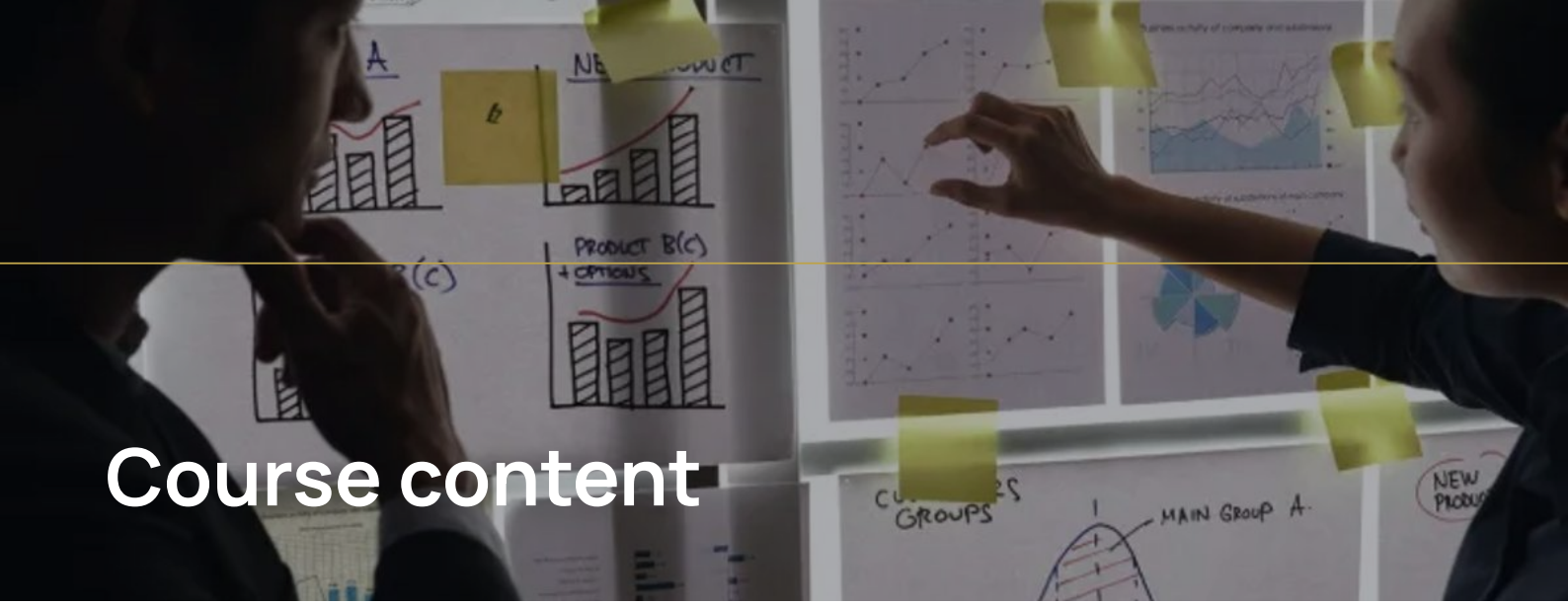
Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	9 Nov 2026	13 Nov 2026	**£2,650.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Amsterdam Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,540.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Singapore Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,820.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
London Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,450.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**



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Dates, venues and fees (continued)

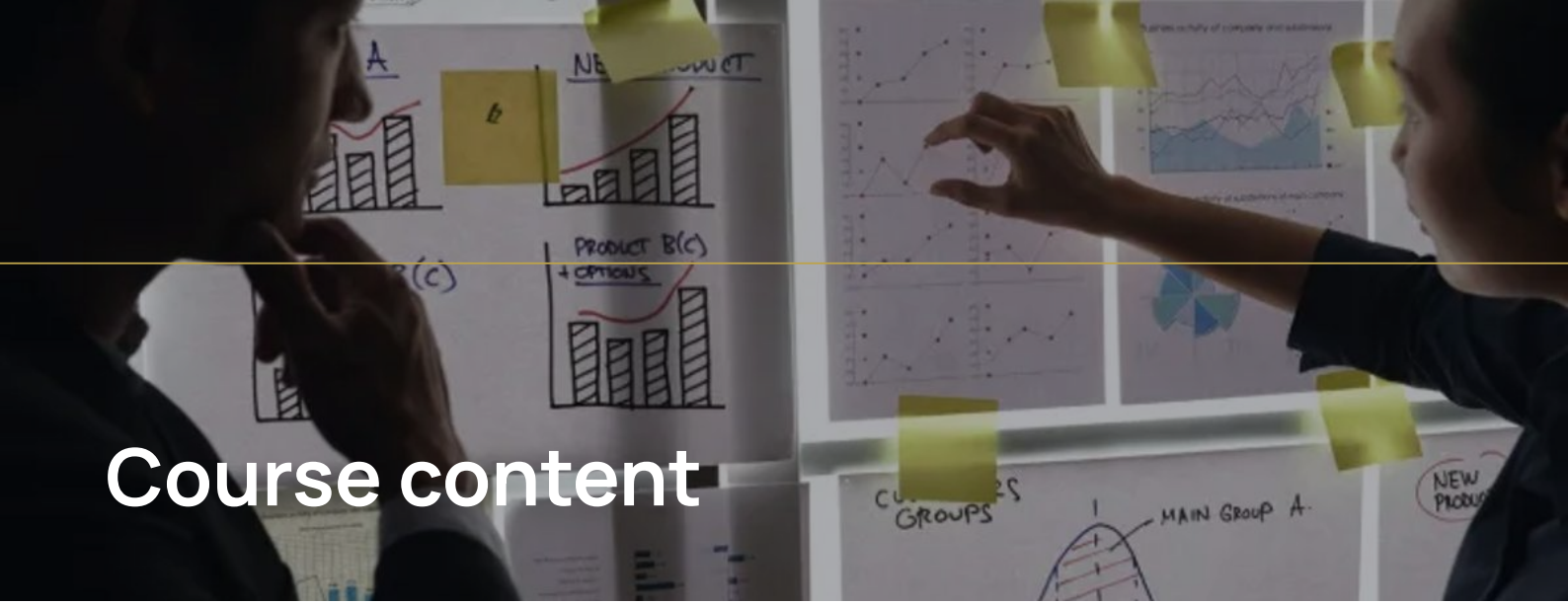
Venue	Start date	End date	Fee (GBP)
Barcelona Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,840.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.-**
Dubai Confirmed dates	11 Jan 2027	15 Jan 2027	**£3,150.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.-**
Frankfurt Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,650.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,450.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.-**
Paris Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,860.-**



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Dates, venues and fees (continued)

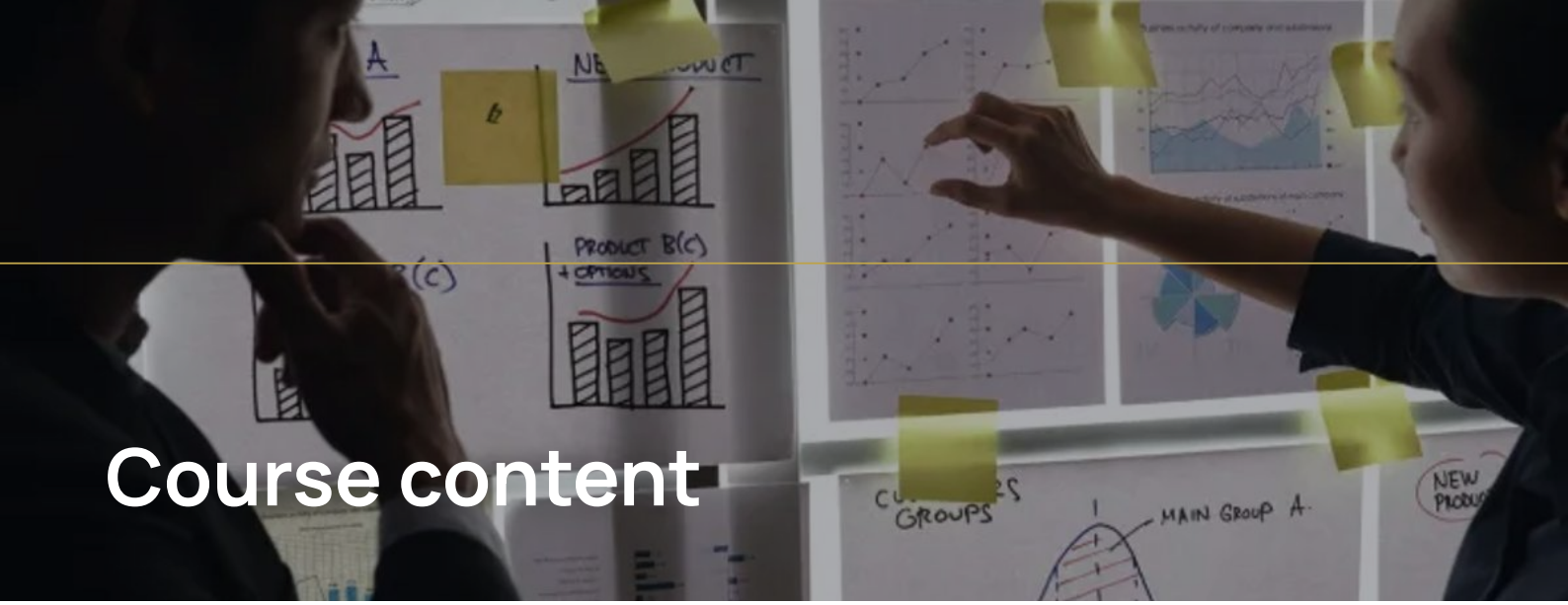
Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.-**
Istanbul Confirmed dates	8 Mar 2027	12 Mar 2027	**£2,650.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.-**
Cape Town Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,890.-**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.-**
Amsterdam Confirmed dates	22 Mar 2027	26 Mar 2027	**£2,540.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.-**
Singapore Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,820.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.-**



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Dates, venues and fees (continued)

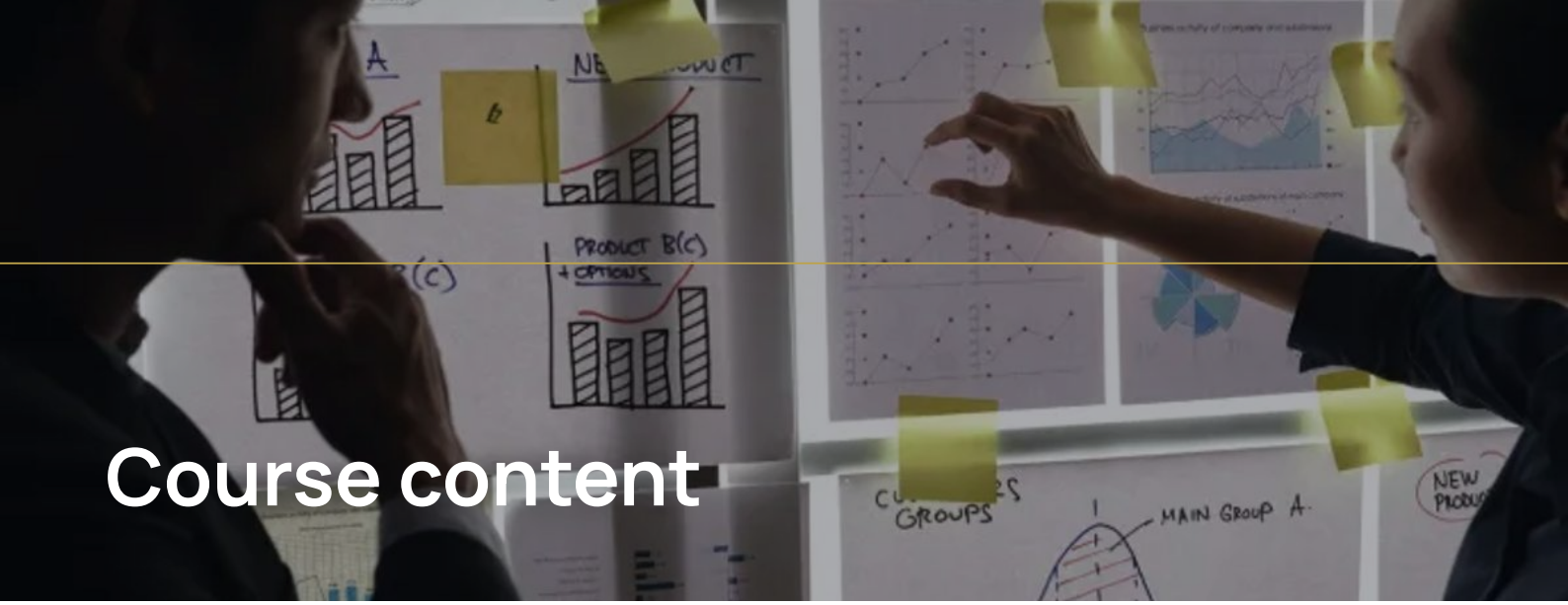
Venue	Start date	End date	Fee (GBP)
London Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,450.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.-**
Rome Confirmed dates	3 May 2027	7 May 2027	**£2,450.-**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.-**
Dubai Confirmed dates	10 May 2027	14 May 2027	**£3,150.-**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.-**
Frankfurt Confirmed dates	24 May 2027	28 May 2027	**£2,650.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,450.-**



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Dates, venues and fees (continued)

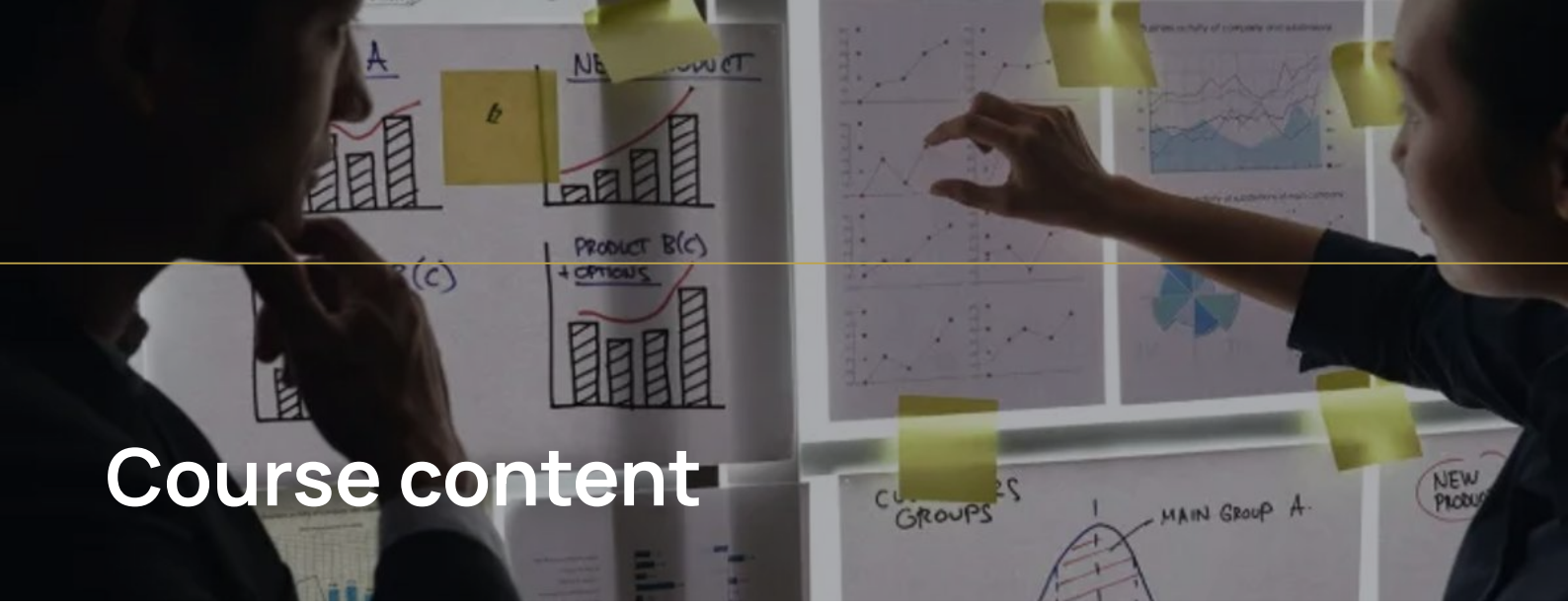
Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.–**
Paris Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,860.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Rome Confirmed dates	5 Jul 2027	9 Jul 2027	**£2,450.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.–**
Istanbul Confirmed dates	12 Jul 2027	16 Jul 2027	**£2,650.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.–**
Amsterdam Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,540.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.–**



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Dates, venues and fees (continued)

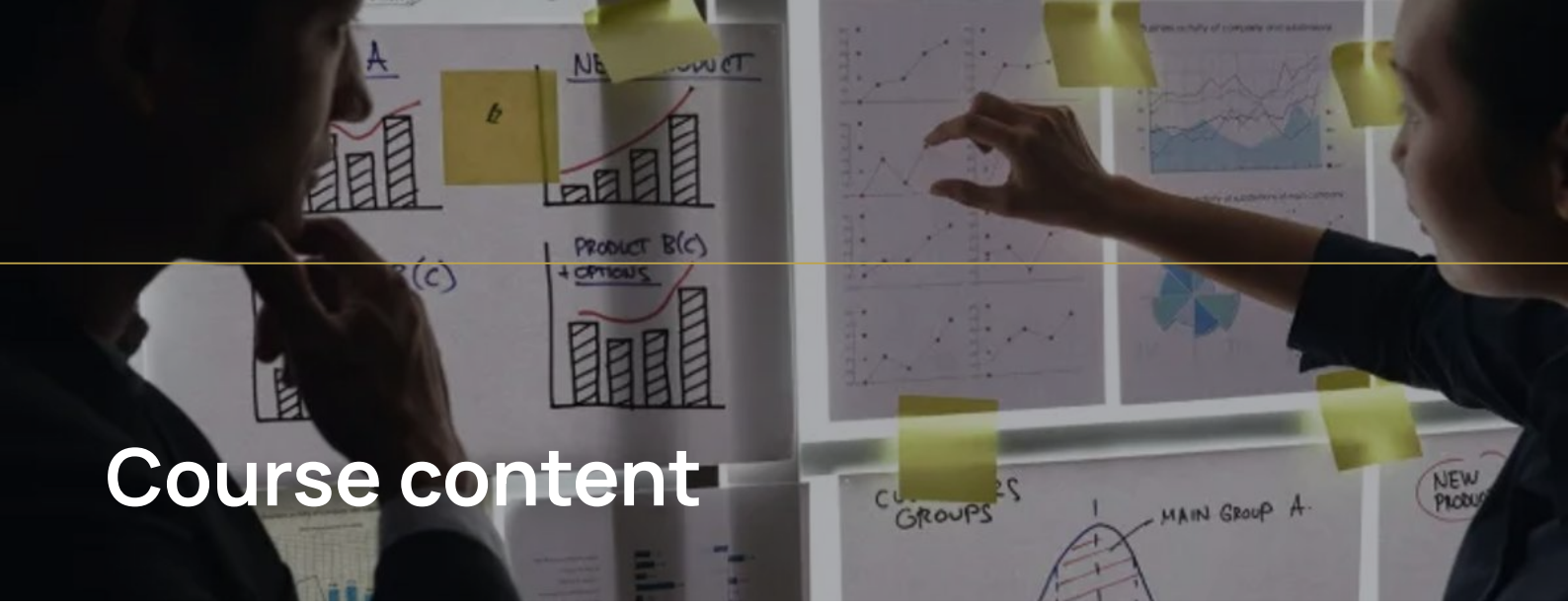
Venue	Start date	End date	Fee (GBP)
Singapore Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,820.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
London Confirmed dates	23 Aug 2027	27 Aug 2027	**£2,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
Cape Town Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,890.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Dubai Confirmed dates	13 Sept 2027	17 Sept 2027	**£3,150.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Frankfurt Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,650.-**



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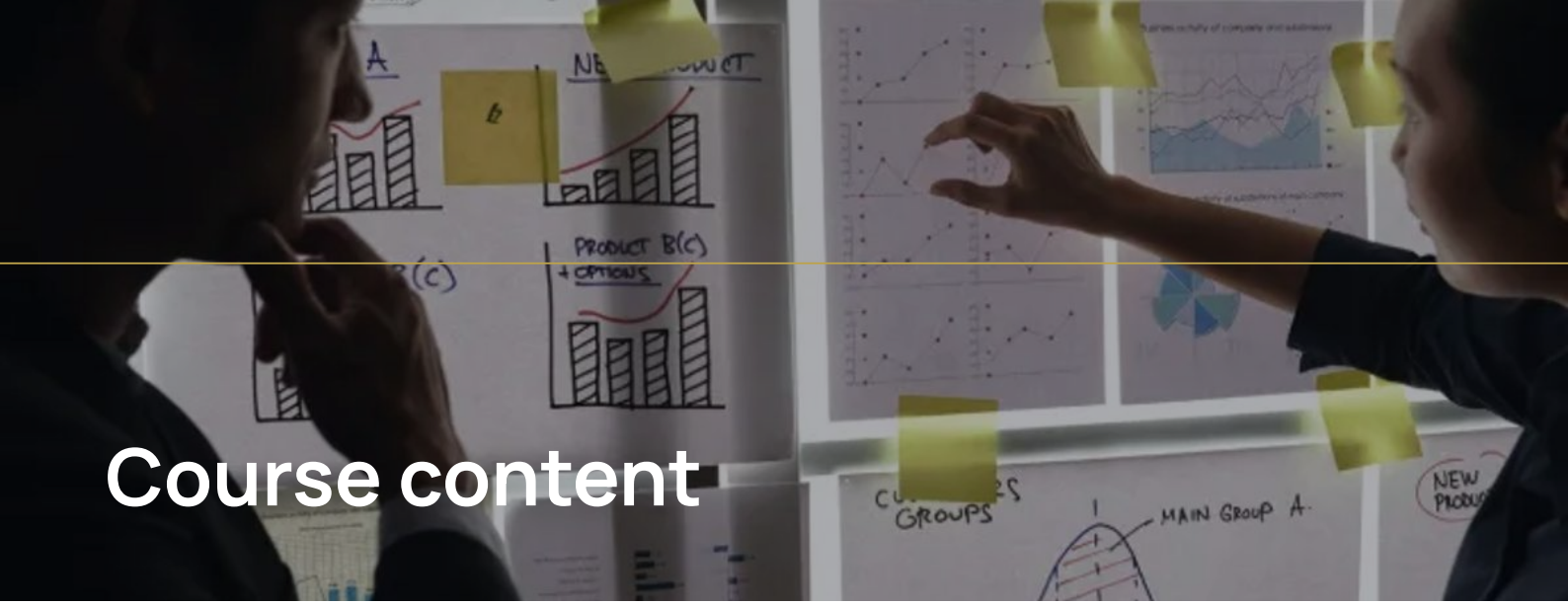
Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,450.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.–**
Paris Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,860.–**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.–**
Vienna Confirmed dates	1 Nov 2027	5 Nov 2027	**£2,940.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.–**
Istanbul Confirmed dates	8 Nov 2027	12 Nov 2027	**£2,650.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.–**



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Dates, venues and fees (continued)

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Amsterdam Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,540.–**
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London Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,450.–**
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Course content

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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