

HUMAN RESOURCES | COURSE BROCHURE

Competency Based HR

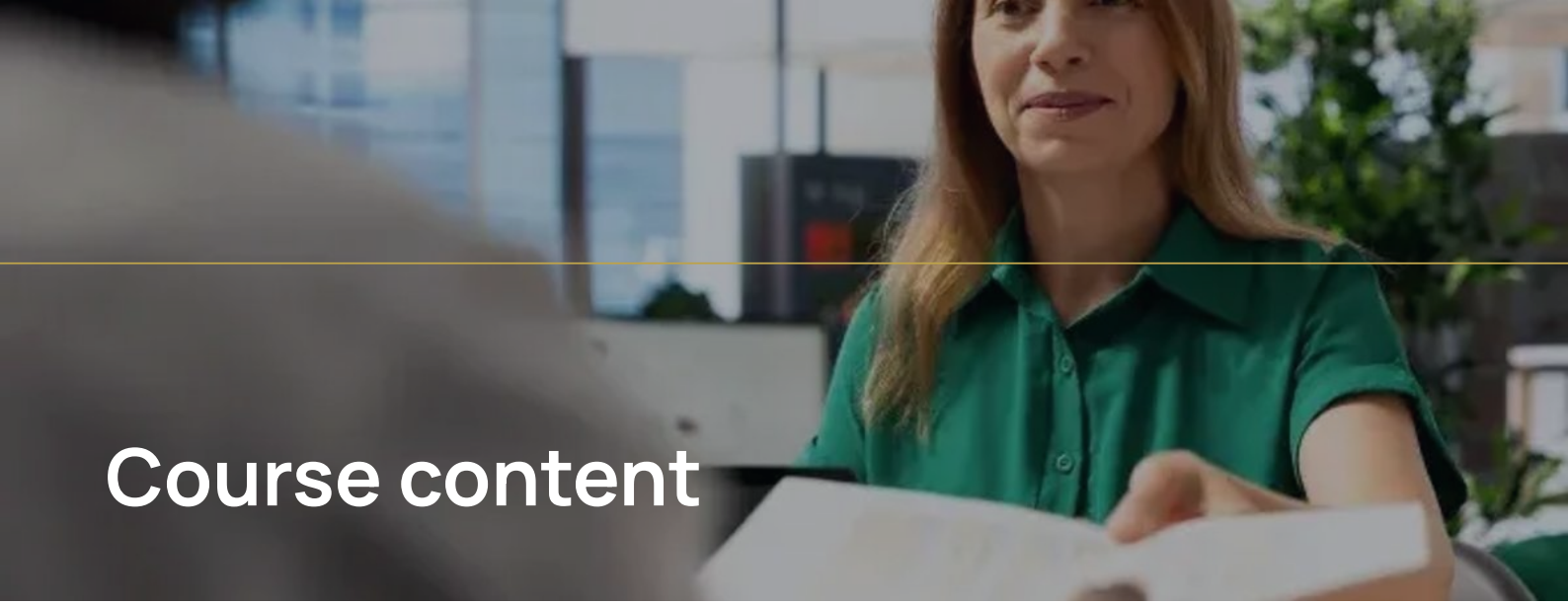
5 days | Classroom training | English

SMART HORIZON

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Amsterdam
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Course content

Why attend

This course on Competency Based HR focuses on developing and implementing competency frameworks that align with organisational goals. Participants will learn to assess, design, and evaluate HR processes that enhance workforce capabilities and drive performance.

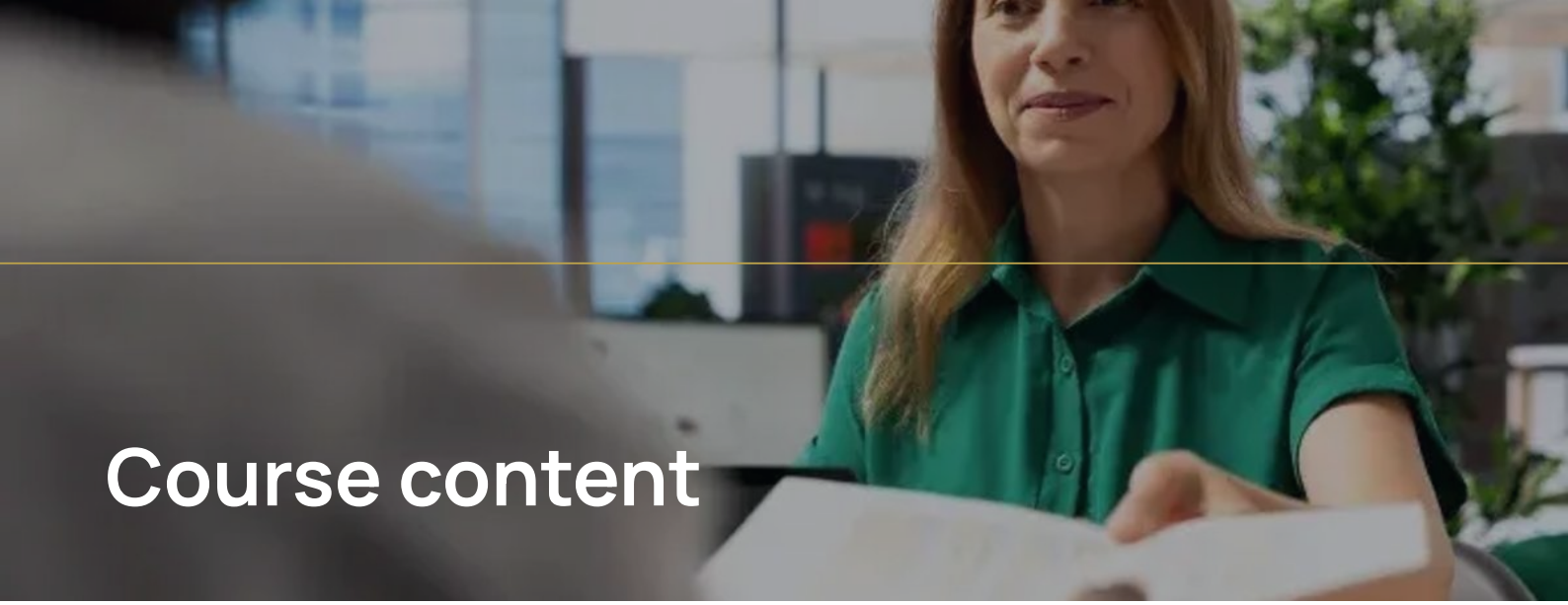
Organisations often struggle to align employee skills with strategic objectives, resulting in inefficiencies and skill gaps that hinder overall performance. Competency-based HR provides a structured approach to identify, develop, and manage the competencies required for success in various roles. This course equips HR professionals with the necessary tools to create frameworks that enhance recruitment, performance management, and employee development, ensuring that the right skills are in place to meet organisational goals. Participants will learn to navigate the complexities of competency alignment, enabling them to make informed decisions that directly impact workforce effectiveness and organisational success.
The practical capabilities developed during this course will empower participants to tackle real-world HR challenges effectively. They will engage in hands-on exercises that simulate competency assessments, framework design, and performance evaluations. By practising these skills, participants will learn to assess current competencies, design tailored frameworks, and evaluate their effectiveness in driving performance. This course also emphasises the importance of stakeholder engagement and feedback in the competency development process, ensuring that participants can effectively communicate and collaborate with various organisational levels. Ultimately, attendees will leave with actionable insights and tools to implement competency-based HR practices that foster a culture of continuous improvement.

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

The course employs interactive workshops, case studies, and group discussions to facilitate learning. Participants will engage in role-playing exercises to simulate competency assessments and framework development. Each day includes practical activities where participants will create competency matrices, performance appraisal forms, and evaluation plans as tangible outputs. These activities are designed to reinforce the concepts taught and allow participants to apply their learning in realistic scenarios, ensuring they can effectively implement competency-based HR practices in their organisations. By the end of the course, participants will have produced several key documents that reflect their understanding and application of competency-based HR principles, demonstrating their readiness to apply these concepts in their professional roles.



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Course objectives

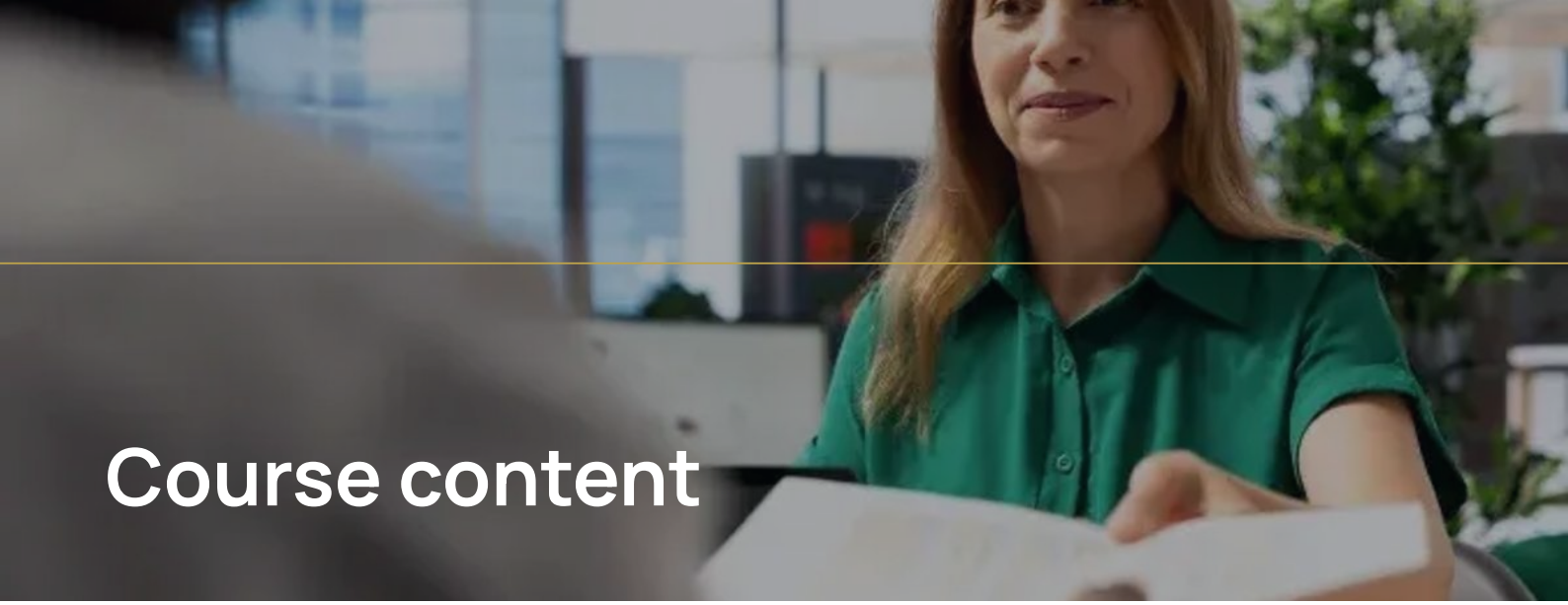
By the end of this course, participants will be able to:
• Analyse existing HR processes to identify competency gaps and needs in the organisation.
• Design a competency framework tailored to specific organisational roles and goals, ensuring alignment with strategic objectives.
• Assess the effectiveness of competency-based recruitment strategies in attracting and selecting the right talent for the organisation.
• Construct performance management systems that incorporate competency evaluations to enhance employee development and accountability.
• Prioritise employee development initiatives based on competency assessments to ensure targeted training and growth opportunities.
• Justify the alignment of HR practices with organisational strategy through competency frameworks, demonstrating their impact on performance and culture.

Target audience

This course is suitable for:
• HR Managers responsible for talent management and development, ensuring alignment with business objectives.
• Recruitment Specialists focusing on competency-based hiring practices to attract suitable candidates.
• Training and Development Coordinators designing employee training programmes that enhance specific competencies.
• Organisational Development Consultants advising on HR strategy and performance improvement initiatives.
• Business Leaders seeking to align workforce capabilities with strategic goals and improve overall organisational effectiveness.

Target competencies

Participants will develop competencies in:
• Developing competency frameworks aligned with business objectives and organisational culture.
• Conducting competency assessments for recruitment and performance management processes.
• Implementing competency-based training and development programmes to enhance employee skills.
• Evaluating the effectiveness of HR practices through competency metrics and feedback.
• Facilitating workshops to engage stakeholders in competency discussions and framework design.
• Integrating competency frameworks into organisational culture to promote continuous improvement.



Course content

Course outline

Day 1: Understanding Competency Frameworks

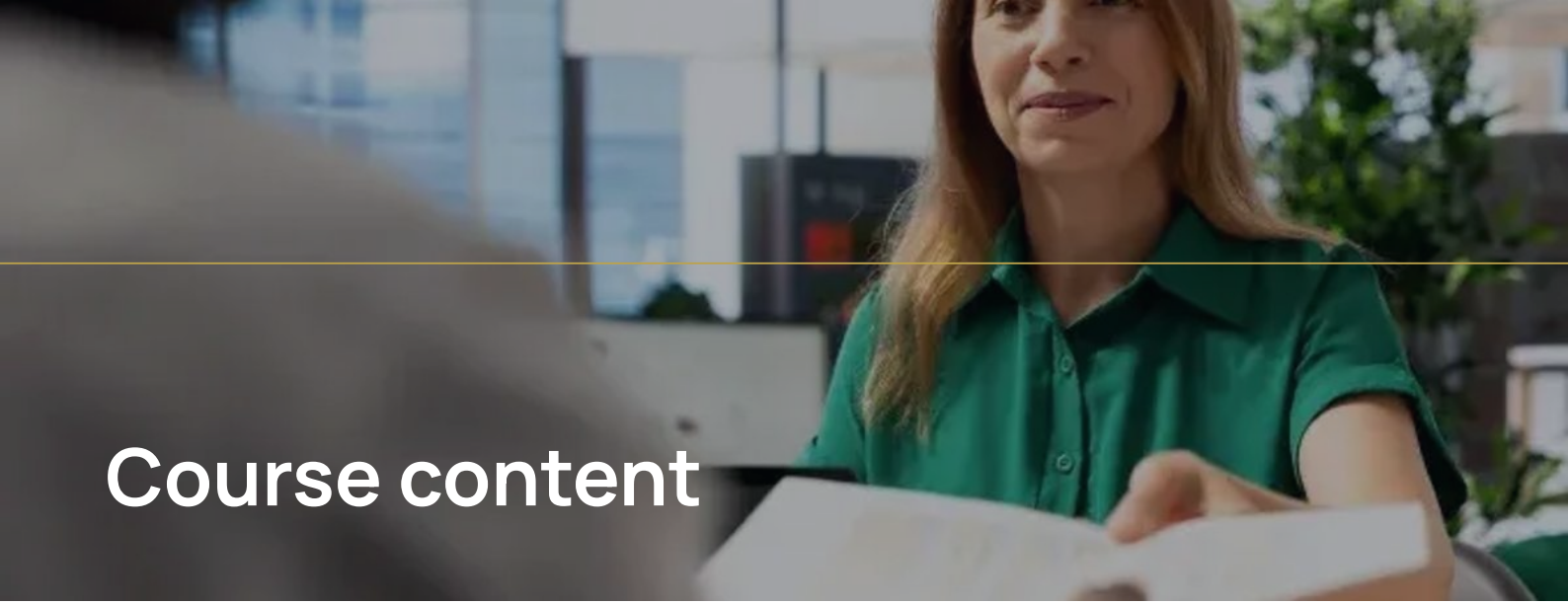
Applied activity: Participants will analyse a fictional organisation's current HR processes to identify competency gaps. They will work in groups to discuss findings, propose initial ideas for a competency framework, and present their insights to the class, fostering collaboration and critical thinking.
Output: A summary report outlining identified competency gaps and preliminary framework concepts, including proposed competencies.

09:00–09:54	Defining competencies and their critical role in HR management and organisational success.
09:54–10:48	Exploring different types of competency frameworks and their applications in various industries.
10:48–11:00	Identifying the benefits of competency-based HR practices for recruitment, performance, and development.
11:00–11:30	**Coffee break**
11:30–12:12	Identifying the benefits of competency-based HR practices for recruitment, performance, and development. (continued)
12:12–13:06	Examining case studies of successful competency implementations and lessons learned.
13:06–14:00	Discussing challenges in developing and maintaining effective competency frameworks within organisations.

Day 2: Designing Competency Frameworks

Applied activity: Using the identified gaps from Day 1, participants will design a competency framework for a specific role within the fictional organisation. They will incorporate stakeholder feedback and ensure alignment with organisational goals, presenting their framework to peers for critique.
Output: A draft competency framework document for the selected role, including defined competencies and their descriptions.

09:00–09:54	Steps to design a competency framework from scratch, including stakeholder involvement and alignment with business goals.
09:54–10:48	Involving stakeholders in the framework design process to ensure buy-in and relevance.
10:48–11:00	Creating competency models for specific job roles, including behavioural and technical competencies.
11:00–11:30	**Coffee break**



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11:30–12:12	Creating competency models for specific job roles, including behavioural and technical competencies. (continued)
12:12–13:06	Aligning competencies with organisational values and strategic objectives to enhance cultural fit.
13:06–14:00	Utilising tools for competency mapping and documentation to streamline the design process.

Day 3: Implementing Competency-Based Recruitment

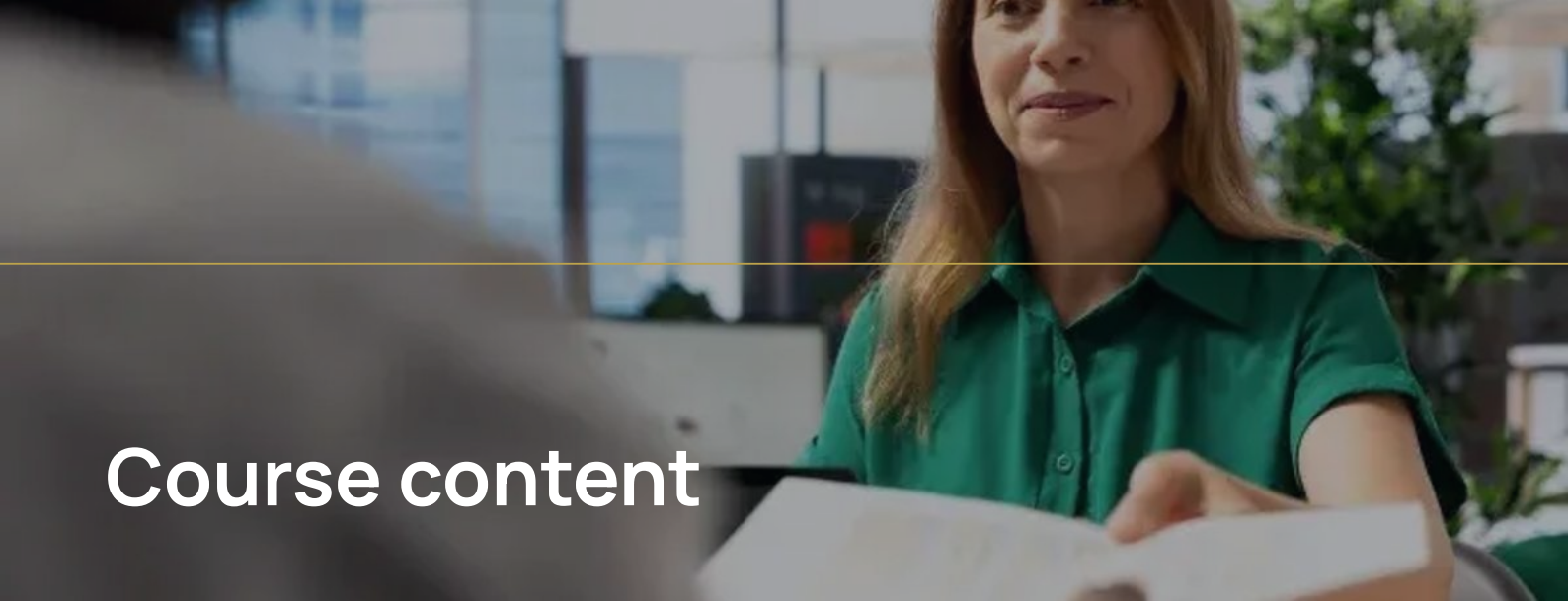
Applied activity: Participants will create a competency-based job description and develop interview questions for a fictional role, ensuring alignment with the designed framework and focusing on key competencies. They will role-play interviews to practice their techniques.
Output: A competency-based job description and a set of interview questions tailored to the selected role.

09:00–09:54	Developing competency-based job descriptions and specifications that accurately reflect role requirements.
09:54–10:48	Designing interview processes that effectively assess candidates' competencies and fit for the role.
10:48–11:00	Utilising assessment centres and simulations for candidate evaluation to enhance selection accuracy.
11:00–11:30	**Coffee break**
11:30–12:12	Utilising assessment centres and simulations for candidate evaluation to enhance selection accuracy. (continued)
12:12–13:06	Training hiring managers on competency-based selection techniques to improve hiring outcomes.
13:06–14:00	Evaluating recruitment outcomes based on competency alignment and effectiveness in meeting organisational needs.

Day 4: Performance Management through Competencies

Applied activity: Participants will develop a performance appraisal form that incorporates competency evaluations for employees in the fictional organisation. They will focus on measurable outcomes and feedback mechanisms to enhance performance management, ensuring clarity and effectiveness.
Output: A performance appraisal form with competency evaluation criteria and guidelines for effective feedback.

09:00–09:54	Integrating competencies into performance appraisal systems to enhance employee evaluation processes.
09:54–10:48	Setting performance goals based on competencies to drive accountability and development.
10:48–11:00	Providing feedback and coaching using competency frameworks to support employee growth.



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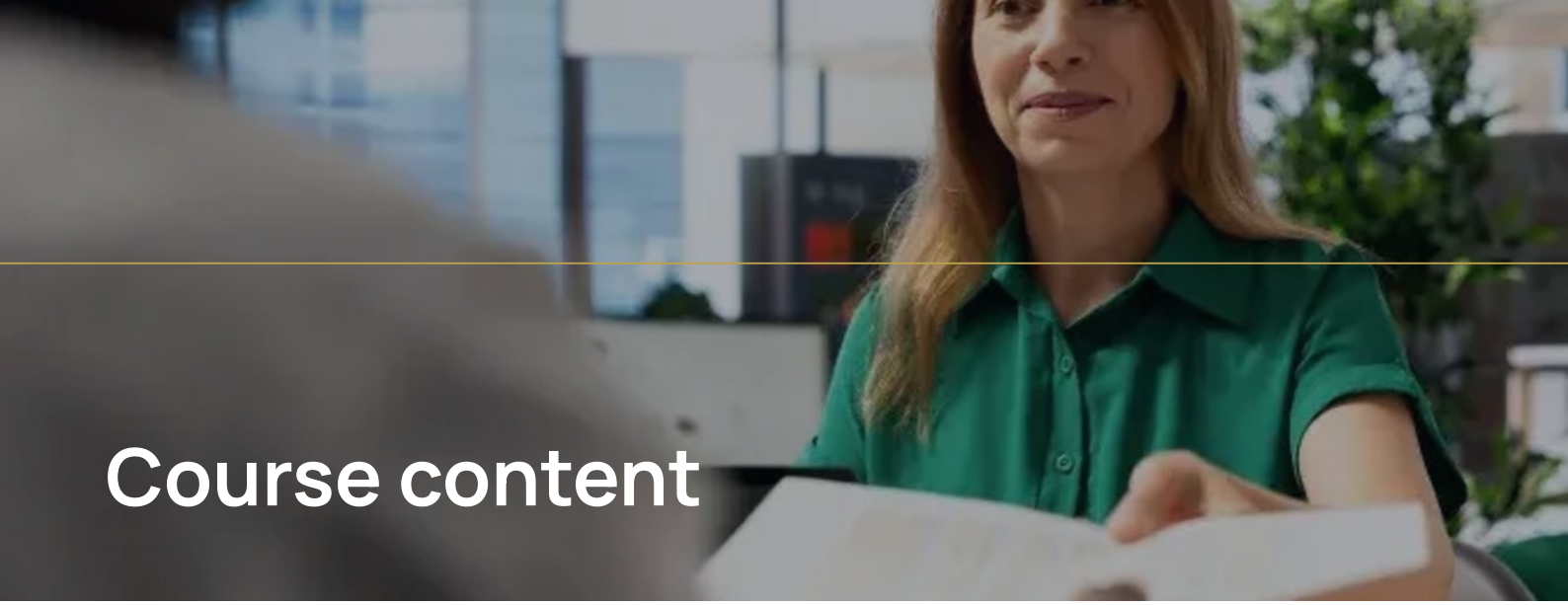
11:00–11:30	**Coffee break**
11:30–12:12	Providing feedback and coaching using competency frameworks to support employee growth. (continued)
12:12–13:06	Evaluating employee performance through competency metrics to identify strengths and areas for improvement.
13:06–14:00	Linking performance outcomes to organisational objectives to ensure alignment and accountability.

Day 5: Evaluating and Sustaining Competency Frameworks

Applied activity: In groups, participants will create a comprehensive evaluation plan for the competency framework, including metrics for success, feedback mechanisms, and strategies for ongoing improvement based on the fictional organisation's needs. They will present their plans to the class for discussion.
Output: An evaluation plan for the competency framework, detailing metrics, feedback strategies, and recommendations for sustaining effectiveness.

09:00–09:54	Methods for assessing the effectiveness of competency frameworks and their impact on organisational performance.
09:54–10:48	Gathering feedback from employees and managers on competency use and relevance in daily operations.
10:48–11:00	Adjusting competency frameworks based on organisational changes and evolving business needs.
11:00–11:30	**Coffee break**
11:30–12:12	Adjusting competency frameworks based on organisational changes and evolving business needs. (continued)
12:12–13:06	Creating a culture of continuous competency development through ongoing training and support.
13:06–14:00	Reporting on the impact of competencies on organisational performance and employee engagement.

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.

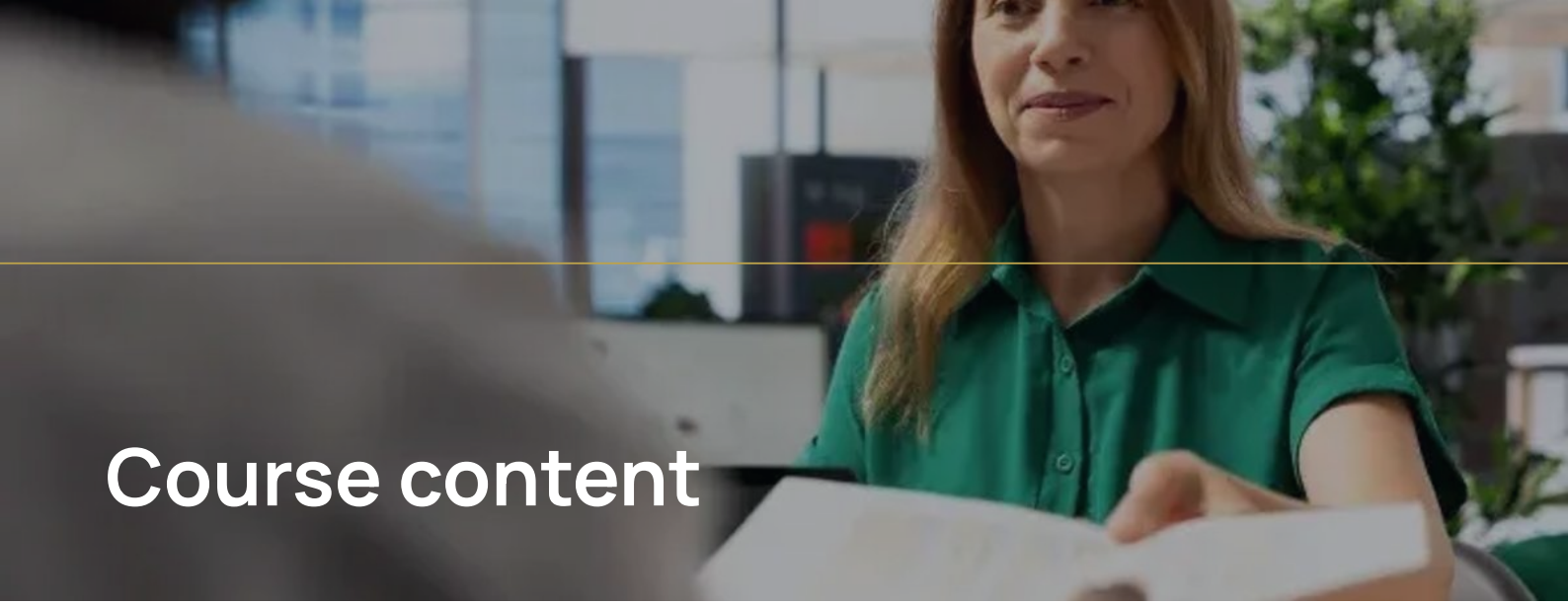


Course content

Dates, venues and fees

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

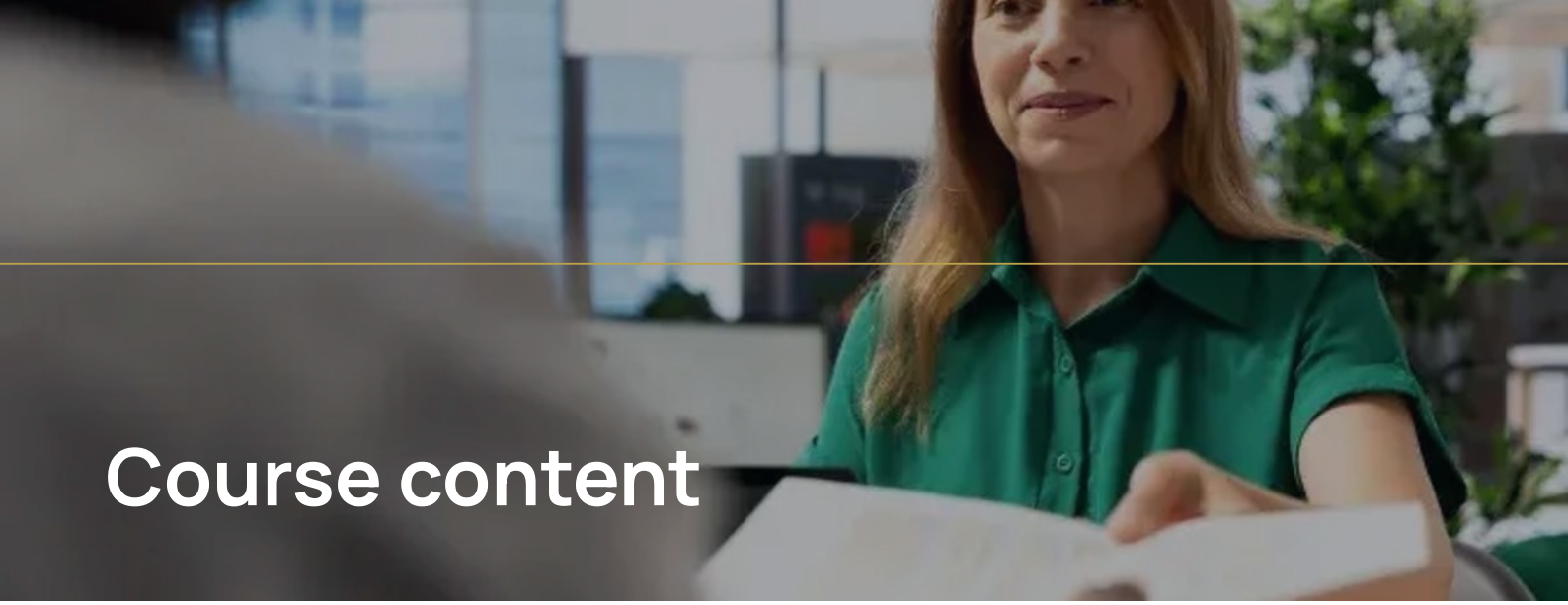
Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,820.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Cape Town Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,890.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
London Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,450.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.–**
Dubai Confirmed dates	7 Dec 2026	11 Dec 2026	**€3,150.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Frankfurt Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.–**



Course content

Dates, venues and fees (continued)

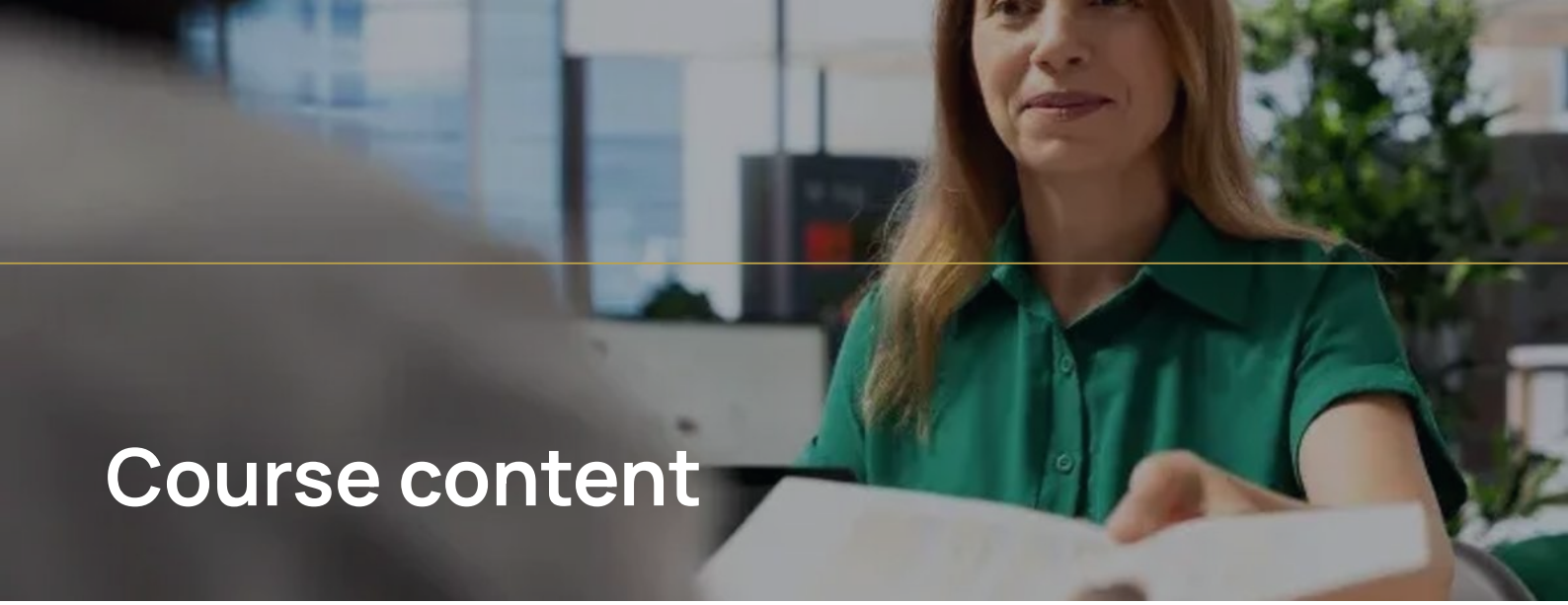
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Kuala Lumpur Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,450.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
Paris Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,860.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Istanbul Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,650.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**
Rome Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,450.-**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.-**



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Dates, venues and fees (continued)

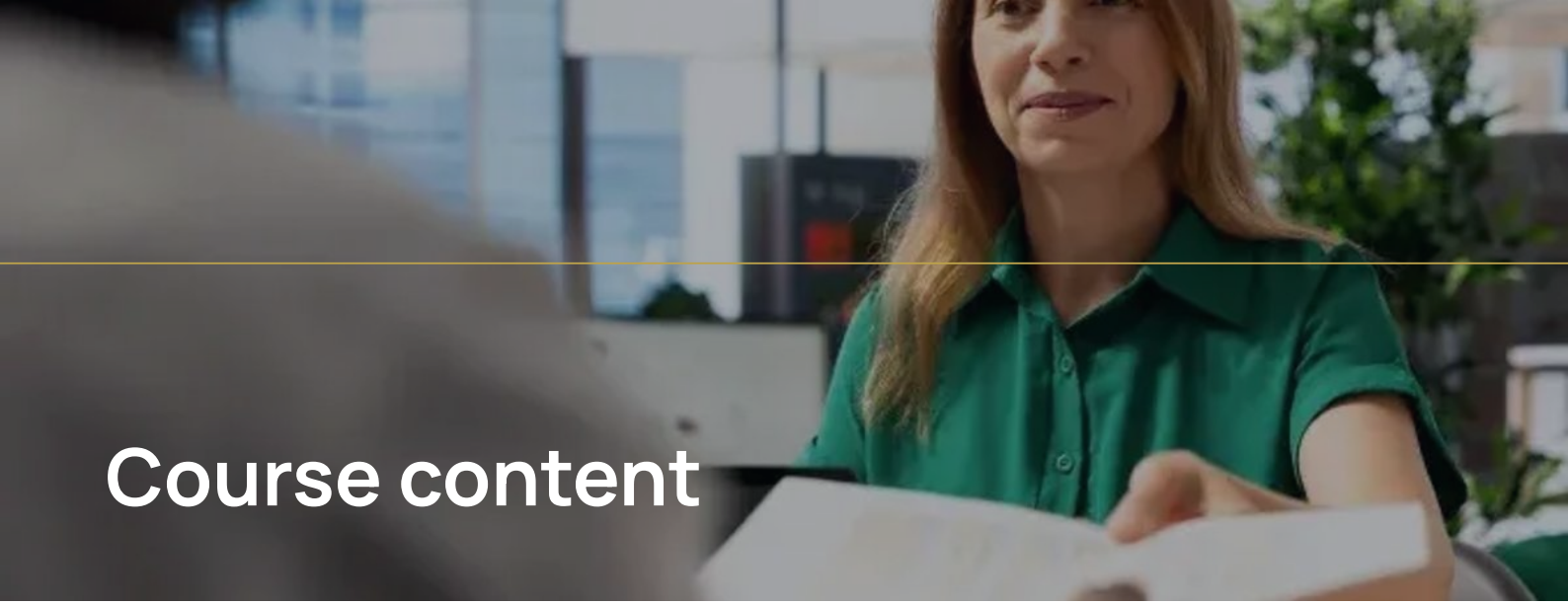
Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,540.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.-**
Singapore Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,820.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.-**
London Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,450.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.-**
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**€3,150.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.-**
Vienna Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,940.-**



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Dates, venues and fees (continued)

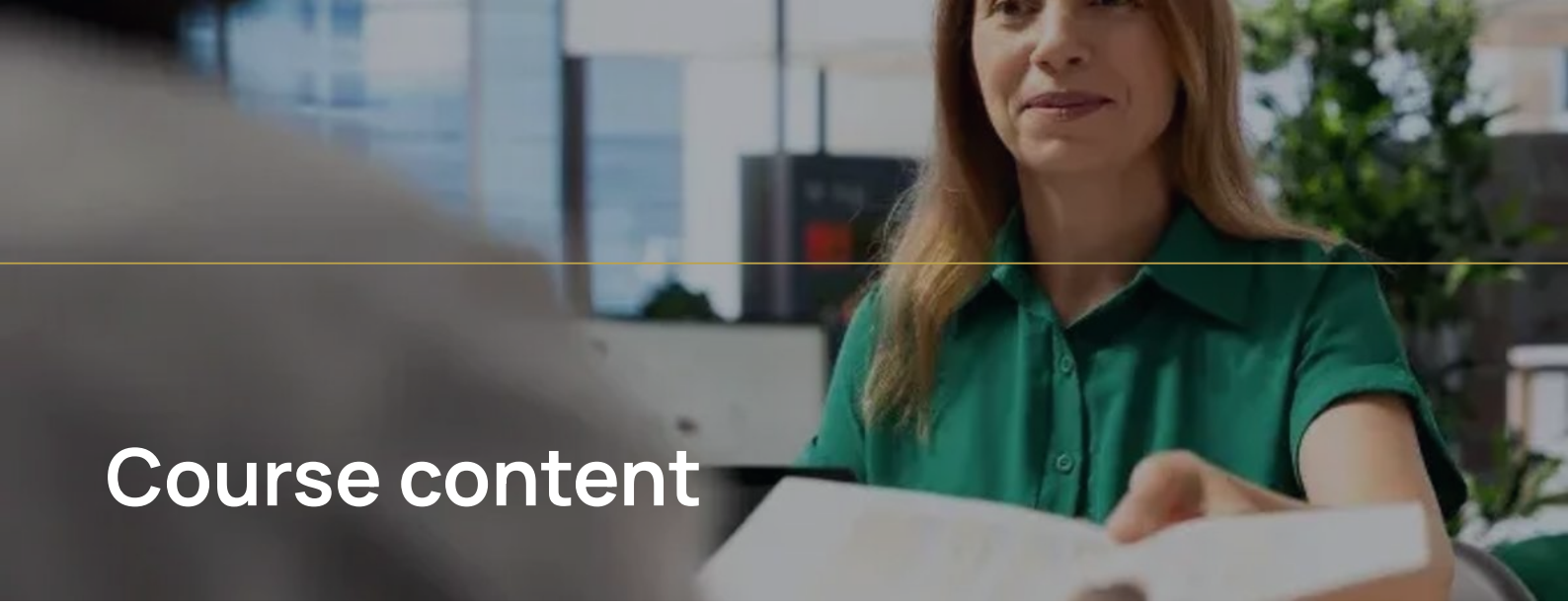
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Frankfurt Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,650.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	10 May 2027	14 May 2027	**€1,450.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**
Paris Confirmed dates	24 May 2027	28 May 2027	**€2,860.–**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.–**
Rome Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**



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Dates, venues and fees (continued)

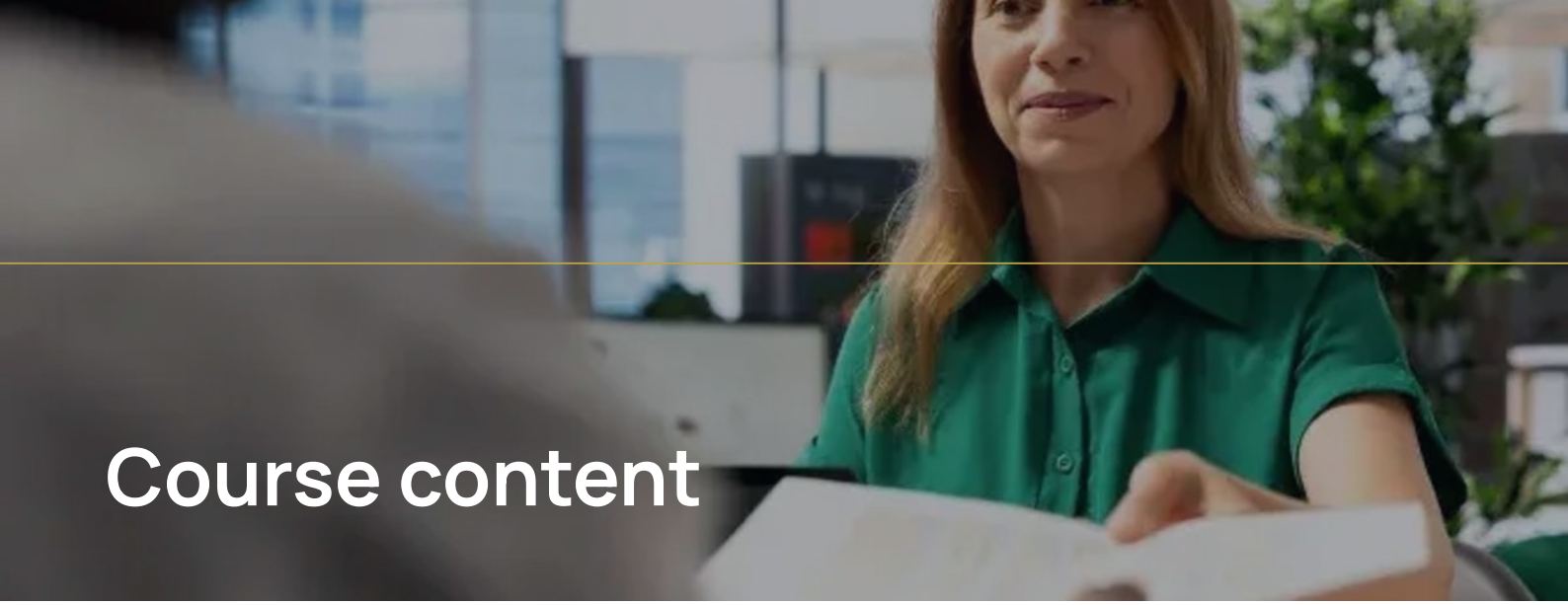
Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,650.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Amsterdam Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,540.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Singapore Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,820.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**
London Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,450.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Dubai Confirmed dates	9 Aug 2027	13 Aug 2027	**€3,150.-**



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Dates, venues and fees (continued)

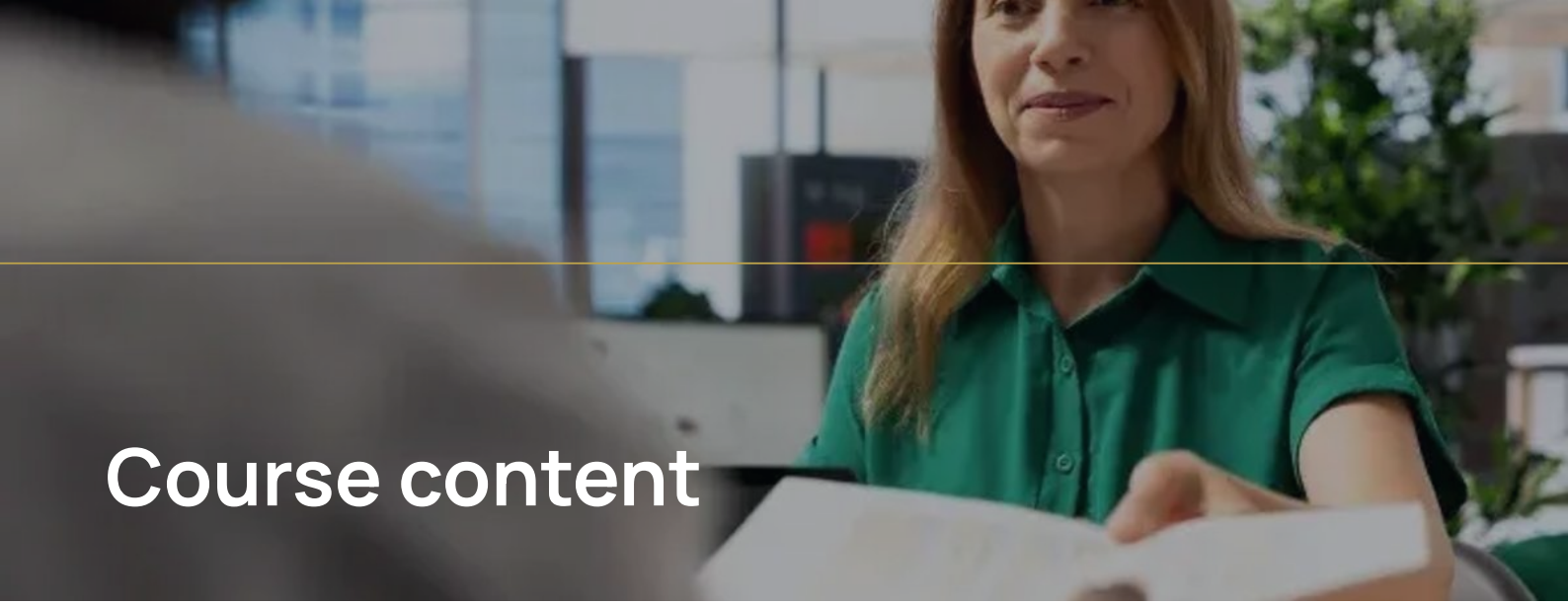
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,890.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Frankfurt Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,650.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Paris Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,860.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,650.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Barcelona Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,840.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
Amsterdam Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,540.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**
Singapore Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,820.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
London Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**€3,150.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
Frankfurt Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,650.-**
Online Confirmed dates	13 Dec 2027	17 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 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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