MERCURY

Skills and Competency Assessment Training

1 – 5 November 2027
New York (USA)



Dubai - UAE: +971 4 450 5697
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Ref: 15465_1064083 **Date:** 1 – 5 November 2027 **Location:** New York (USA) **Fees:** 7900 Euro

Introduction:

Workplaces, whether public or private, are experiencing massive changes that challenge traditional ways of working and workforce expectations. As economic realities impose financial constraints and increase stakeholder expectations, employees are faced with delivering results despite mounting challenges. The emergence of a connected workforce, fueled by new technologies and the working styles of a new generation, demands real-time responses through various communication channels.

This Skills and Competency Assessment training course increases employee engagement performance and overwhelms work-life balance. Performance management practices are for public sector leaders. Such practices enable employees to identify organizational priorities and realign their efforts, ultimately boosting productivity and engagement. Such practices help organizations improve and engage employees in the behaviors for personal and organizational success.

Competency assessment is integral to achieving high-performance standards within any organization. Organizations can tailor their performance management systems to their workforce and abilities by assessing skills and competencies. Tools to assess skills and competencies range from performance reviews to advanced assessment models and frameworks. The competency assessment process identifies current proficiencies and highlights areas that require development.

This Skills and Competency Assessment training will explore competency-based skills assessment methods to enhance performance management systems, including soft skills competency assessment. Understanding the purpose of competency assessment and incorporating it strategically into performance reviews and employee development plans will empower organizations to build a stronger, more competent workforce capable of meeting dynamic organizational goals.

Targeted Groups:

- Public Sector Managers and Team Leaders.
- Performance Management Officers.
- Human Resource Directors.
- Employee Relations Managers.
- Supervisors are responsible for performance management and appraisal techniques in the Public Sector.
- Individuals leading or playing a key role in performance improvement initiatives in public sector organizations.

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Targeted Competencies:

Participants competencies in this Skills and Competency Assessment training will:

- Designing effective Performance Management systems for Public Sector organizations.
- Implementing best practice strategies for integrated performance management systems.
- Gaining leadership support for performance improvement initiatives.
- Emphasizing the balance between Accountability, Responsibility, and Empowerment.

Course Objectives:

Participants in this Skills and Competency Assessment course will:

- Secure stakeholder buy-in for performance management in the Public Sector.
- Overcome resistance to performance measurement transparency and reporting.
- Integrate performance management with other management improvement efforts.
- Lead cultural change for improved results in the public sector.
- Use performance measures with evidence-based analysis, benchmarking, and reporting.
- Lead performance improvement teams for effective cross-program results.
- Connect Performance Management directly with Organizational Goals.
- Demonstrate Best Practices in resolving work-performance problems.

Course Content:

Unit 1: The Public Sector Performance Management Maturity Scale:

- Definition and best practices of Performance Management.
- Performance Management Best Practices in Public Sector and Non-profit Organizations.
- Conducting a Comprehensive Assessment of Your Government Organization’s Current Use of Performance Management Concepts.
- Key Principles of Effective Performance Management for Profits, Non-Profits and Hybrid Organizations.
- Customizing the Performance Management Approach via the PPC Model to Build the Required Capacities.

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Unit 2: Defining the Scope of the Performance Management Initiative:

- Identifying performance improvement opportunities.
- Project Management basics for performance initiatives.
- Developing a Performance Improvement Team.
- Gaining stakeholder buy-in.
- Aligning Performance Management with Legislative Priorities.
- Establishing high-performance goals and objectives.
- The 4-Step Implementation Model: Diagnostic, Design, Implement, and Review.

Unit 3: Performance Management Strategy Development:

- The 4-Step Implementation Model.
- Diagnostic:
    - Assessment of Primary Activities, Deliverables, Customer Focus.
    - Designing the 'As is' to the 'Should be'.
    - Pre and Post Measurements.
    - The End in Mind - The High-Performance Organization.
- Design:
    - Organizational Goals Enabled with the Balanced Scorecard.
    - Competitive Benchmarks for Performance Comparisons and Important Developments.
    - Performance Management Enabled via KPIs.
    - Best Practice Objectives and Key Results OKRs for Public Sector Organizations.
- Implement:
    - Project Management Principles.
    - Launch, Timelines, Phases, Milestones, Quick Wins and Pilots.
    - Effectively Cascading Strategic KPIs - Goal, Division, and Task KPIs.
    - Designing an Effective Communication Strategy.
- Measure:
    - Post Project Reviews.
    - Enhancement and Modifications.

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• What Next?

Unit 4: Driving the Achievement of Performance Goals

• The role of employee reviews in performance achievement.
• Performance Reviews and internal improvements.
• Performance Analysis for advanced program evaluation and benchmarking.
• Addressing performance gaps for optimal results.
• Managing performance issues effectively.
• Enhancing motivation and engagement.
• Linking Performance Evaluation to Rewards.

Unit 5: Sustainability of Performance

• Action planning for sustaining a high-performance organization.
• Sustainability through feedback models.
• Providing constructive and developmental feedback.
• Coaching and Mentoring for sustained performance.