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Advanced Competency Assessment

The Keys to Unlocking Your Most Valuable Resource – The Capability of Your Employees

8th - 9th May 2016

Dubai United Arab Emirates



Mark Oliver
CEO
MarkTwo Consulting

Free Takeaway

- Book on "The Seven Motivations of Life" by Mark Oliver
- Own professional personality report
- Leading articles on key Talent Management principles
- Definition of all 10 holistic competencies
- Real life example of an effective assessment grid
- Continuous online/mobile access to all course materials after the workshop

Bonus: Mark will be available at the end of Day 1 (5 – 6.30 pm) to discuss any issues relating to Competency Assessment, Management / Leadership, or other related topics.

Major Benefits of Attending:

- **UNDERSTAND** the link between competencies and performance success in role
- **AVOID** definitional and critical key action "traps"
- **WEIGHING** present and future competence
- **BUILD** the "Human Resource House" of competencies.
- **MAINTAIN** validity but saving money by using "mini-assessment centres"
- **CALCULATE** the cost benefits of using competency based assessment process
- **TARGET** group development needs with a matrix approach
- **UNLOCK** the potential talent in organizations

Day 1

INTRODUCING COMPETENCY FRAMEWORKS

SESSION ONE : REGISTRATION AND INTRODUCTION

- Introducing your trainer
- Overviewing course objective and clarifying participants' specific individual needs
- Outlining course and ground rules.
- Collating individual and specific participant challenges.
- Previewing Course and Day 1

SESSION TWO : UNDERSTANDING THE FIELD OF COMPETENCIES

- Defining the difference between competency versus competence
- Understanding the link between competencies and performance success in role
- Translating behaviours, motivations and technical knowledge to competencies
- Categorising the relevant information

Delegate exercise #1-delegates will get a sample organizational competency framework with gaps for them to complete

SESSION THREE : STRUCTURING THE COMPETENCY FRAMEWORK

- Building your competency levels and types of rating scale
- Going tailored or generic, and the 3H model
- Avoiding definitional and critical key action "traps"
- Presenting frameworks effectively

Delegate exercise #2-delegates will be provided an example of an integrated competency framework which they use as a template to produce a draft framework for their organization

SESSION FOUR : MEASURING THE JOB COMPETENCIES

- Producing an ideal competency framework using the secret of 8
- Defining the job analysis.
- Using the multi-method approach (repertory grid, critical incidents and work profiling)
- Weighing present and future competence

Delegate exercise #3- delegates will be given examples of critical incidents and coached in categorizing them

SESSION FIVE : CLARIFYING HOW COMPETENCIES FIT INTO HUMAN RESOURCE SYSTEMS

- Building the "Human Resource House" of competencies
- Profiling roles the quick way
- Selling the business rational for competencies (greenfield or brownfield site)
- Implementing competencies into organizations through key stages

Delegate exercise #4- delegates will work in pairs to produce a sales pitch for their framework to their organization

Day 2

USING EFFECTIVE ASSESSMENT PROCESS AND PROFILING TECHNIQUES

SESSION SIX : DEVELOPING ADVANCED ASSESSMENT TECHNIQUES

- Revising, reviewing Day 1 and previewing Day 2
- Understanding what behaviours are assessable and how to source them
- Analysing the gaps
- Maintaining validity but saving money by using "mini-assessment centres"

Delegate exercise #5- delegates will practice profiling their own role using the Pario profiling instrument provided

SESSION SEVEN : IMPROVING SELECTION (FOR RECRUITMENT AND PROMOTION)

- Applying competencies to your recruitment cycle.
- Employing criteria for attracting the right candidates
- Designing the assessment and selection grid
- Calculating the cost benefits of using competency based assessment process

Delegate exercise #6- delegates will be coached on designing an assessment and selection grid for their organization

SESSION EIGHT : CREATING OR ENHANCING THE PERFORMANCE MANAGEMENT SYSTEM

- Employing a systemic approach to training needs.
- Integrating competencies into your performance management system
- Targeting group development needs with a matrix approach
- Producing a universal system (for HR staff, managers and trainers)

Delegate exercise #7- delegates will be mentored in interpreting their own Pario Professional results and how to apply psychometric profiling

SESSION NINE : ADDRESSING PARTICIPANT CHALLENGES AND MORE COMPLEX ASSESSMENT PROBLEMS

- Answering key participant questions on competency assessment and profiling
- Coaching around complex problems and participants specific challenges

SESSION TEN : CONCLUSION

- Reviewing, Previewing and Reflecting
- Handing out certificates, where to from here and feedback

Workshop Overview

Talent management is a key requisite for organizational success in the highly competitive national and international markets. To manage talent you must first know how to measure it in an accurate and valid way. This requires the proper application of competency frameworks and assessment process.

This workshop aims to enhance delegates' knowledge in mastering the techniques that add value to competency design and assessment process. It shows delegates advanced ways to assess and profile the capabilities that drive optimal performance of their employees for the greater success of the organization.

Why you Should Attend?

The competitive advantage for your industry is very likely to be the capability of its employees because that is the case across all industries. Competition is continuously increasing and this means that your company must leverage its people's potential and help them to their capabilities ever more effectively. To use this capability wisely you must first measure it accurately.

This workshop will equip you with the tools to integrate the human resource systems to comprehensively collect and manage your organization's human capital (the employees' capability and motivation). This will enable you to make sure that you get the right people in the right job at the right time, and unlock your organization's fullest potential.

Who Should Attend?

Chief Executive Officers, Chief Operating Officers, Chief Human Resource Officers, Chief Talent Officers, Directors, General Managers, Vice Presidents, Heads, Senior Managers, Managers, Senior Executives and Executives of:

- ✓ Human Resource Management
- ✓ Talent Management
- ✓ Talent Development
- ✓ Performance Management
- ✓ Succession Planning
- ✓ Organizational Development
- ✓ Employee Relations
- ✓ Leadership Development

From ACROSS ALL INDUSTRIES.

program schedule

08:30	Registration
09:00	Morning Session Begins
10:40 - 11:00	Refreshments & Networking Break
12:45	Luncheon
14:00	Afternoon Session begins
15:30 - 15:50	Refreshments & Networking Break
17:00	Course Ends

Mark Oliver
CEO
MarkTwo Consulting

Course Facilitator

MARK OLIVER has run leadership development and assessment courses since 1986 in both military and commercial environments. Over the last 20 years he has designed and facilitated both "train-the-trainer" advanced leadership courses as well as "assess-the-assessor" assessment courses for Australian 'Top 100' and American 'Fortune 500' companies in Australasia, USA, China, Singapore India, Indonesia and Malaysia, for all levels from the CEO, and their Executive team, down to first line leaders.

Mark set up this international consultancy - MarkTwo Consulting - in 2002 to provide advanced leadership courses for corporations in a ground breaking way. Creating MarkTwo Consulting's highly innovative and holistic Universal Hierarchy of Motivation (UHM) leadership development tool which has shed a new practical insight on human intelligence and one's own motivational drivers to enhance self-awareness and self-leadership in both professional and personal life. Recent advances in neuroscience have recently validated the UHM theory.

His passion for guiding people to be the best leader they can be at home and work, combined with his deep knowledge and unique take on "authentic" leadership as a driver of business performance, has made MarkTwo's courses highly sought after in Australasia and Asia. Mark intends to help people be the best leaders they can be in order to improve their families, communities, businesses, nations and this planet. Mark presents, and has been interviewed on radio and published in the media such as The AGE on matters to do with leadership capability, selection, recruitment and assessment, and is an executive coach to a few of Australia's leading companies. He is accredited in many organizational psychology instruments, has two Masters Degrees and a BA (Honours) from Cambridge University, is a Chartered Fellow of the Institute of Personnel and Development, Life Fellow of the Australian Institute of Professional Facilitators, Fellow of the Australian Human Resources Institute and Graduate of the Australian Institute of Company Directors.

Partial List of Organizations that have benefited from Mark's expertise include:

- | | | |
|-------------------------------------|--|---|
| ✓ Petronas | ✓ Malaysian Anti-Corruption Commission | ✓ Thomas-Duryea |
| ✓ Shell | ✓ Credit Guarantee Corporation (M) Bhd | ✓ CSL Behring |
| ✓ Pertamina | ✓ Infineon Technologies | ✓ Brisbane Airport |
| ✓ CNOOC | ✓ Insurans Islam Taib | ✓ McCormick Foods |
| ✓ Sapura Kencana | ✓ Onesubsea | ✓ City of Melbourne |
| ✓ Maybank | ✓ PT Global Digital Niaga | ✓ Bristol Myers-Squibb Australia |
| ✓ ANZ | ✓ National Foods | ✓ Australian Red Cross |
| ✓ Bank Indonesia | ✓ Citipower-Powercor | ✓ City of Geelong |
| ✓ Bank Mandiri | ✓ BUT Saka Indonesia Pangkah Ltd | ✓ Victoria Police |
| ✓ Tokio Marine Life Insurance | ✓ Nab | ✓ Snapsil |
| ✓ Universiti of Malaysia | ✓ Origin | ✓ Sedgman |
| ✓ ABN-Amro | ✓ CGU | ✓ Sydney Ports Corporation |
| ✓ Cisco Systems | ✓ Crown Resorts | ✓ Hamersley Iron |
| ✓ Philips | ✓ Macquarie Bank | ✓ NRMA |
| ✓ Telstra | ✓ Australia Post | ✓ Cloud Solutions Group |
| ✓ Pfizer | ✓ Simple REnergy | ✓ Department of Primary Industries |
| ✓ Oracle | ✓ Cenitex | ✓ Monash City Council |
| ✓ PT Asuransi Jiwa Generali | ✓ IAG | ✓ Herron Pharmaceuticals |
| ✓ PT Telkom | ✓ Bunzl | ✓ Orica |
| ✓ Panasonic Industrial Device | ✓ Bestwestern Australia | ✓ AWB |
| ✓ McCain | ✓ Coal and Allied | ✓ Kathleen Townsend Executive Solutions |
| ✓ Westpac | ✓ KW Doggett | ✓ Transitions Optical |
| ✓ Samsung | ✓ Readymix | ✓ Virgin Blue |
| ✓ Transfield Services | ✓ Goodman Fielder | ✓ Scope |
| ✓ Bunzl | | ✓ Simplot Australia |
| ✓ Ministry of Development of Brunei | | |

Contact Valentino (SGA01003)
Direct Line: (65) 6825 9674
General Line: (65) 6825 9579
General Fax: (65) 6774 0124
Email: valentino@gf-intl.net

Testimonials

Mark Oliver is very impressive. I have met very many mentors and leadership developers, many of whom add absolutely no value. Mark Oliver, on the other hand, is highly intelligent and well qualified, very down to earth and competent and his offerings are straightforward and structured.

~ Paul Bennett, Principal, Fish & Nankivell Ogilvie Watson

The session yesterday went very well, and clearly we could have spent a full day on this topic. The discussion was very open and we surfaced some of the big topics around communication, trust etc. Very healthy discussion. The key will be the next steps... we definitely needed Mark as a facilitator to keep it moving, review the concepts. Mark -- you did a great job keeping us focused, thank you for that. It was invaluable to have your guidance and facilitation as a 3rd party and more neutral advisor. Greatly appreciated.

~ Janet Ramey, Senior Director, Cisco Systems

Interesting well presented [assessor training] course, and worth attending, it made me more comfortable and more aware of my role as an assessor.

~ Amal Hussein, Project Manager, National Australia Bank

I thoroughly enjoyed your presentation yesterday evening. Your delivery was so engaging that I lost all track of time. By any measure you are a very effective speaker and educator...Thank you very much for an enlightening and stimulating presentation.

~ Sandeep Swami, Business Development Team, Remuneration Systems

It was one of the best program I have ever attended and I am confident that I will be able to contribute some of the knowledge that I have gained during the workshop at my work especially to review the competency framework that we have in our organization

- Tshering Dema, HR Officer, Royal Insurance Corporation of Bhutan, Bhutan

Having attended a number of such management courses previously let me say your course is the only one that ties the key concepts in any intuitive and meaningful manner... I am confident of achieving better outcomes having been exposed to your philosophies and unique concepts. I should have done this 20 years ago as it is spot on

- Peter Earle Grad Dip [OHM], CPMSIA, RSP - Occupational Health and Safety Coordinator, Monash City Council