

DEVELOPING ORGANIZATIONAL COMPETENCE



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TRAINING CENTER



Introduction

Developing Organizational Competence explains how an organization builds the capability to perform now and adapt later. Competence is more than qualified individuals; it is the combination of skills, knowledge, processes, technology, and the systems that move capability where it is needed. This Developing Organizational Competence Training Course treats competence building as a managed discipline. Participants examine competency frameworks and maturity models, conduct capability gap analysis, and design learning, knowledge transfer, and workforce planning. Furthermore, the course covers knowledge management, succession capability, and performance consulting. It also addresses how to measure competence without relying on training hours. As a result, participants leave able to build capability deliberately rather than by chance.

Developing Organizational Competence Course Objectives

- Assess organizational competence using capability maturity models such as CMMI and the EFQM model.
- Build competency frameworks with behavioural and technical indicators.
- Conduct capability gap analysis against strategy and future demand.
- Apply the 70-20-10 model to blend experience, relationship, and formal learning.
- Map critical roles and assess capability risk and single points of failure.
- Design knowledge management practices using communities of practice and knowledge libraries.
- Build learning and development pathways aligned with career frameworks.
- Apply the nine-box grid for talent review and succession planning.
- Measure competence with capability indicators, not just training completion.
- Embed competence building into performance management and workforce planning.



Course Methodology

The course applies interactive, practice-based methods:

- Facilitated workshops on real capability building challenges.
- Case studies of capability programs in different sectors.
- Hands-on work with competency frameworks and gap analysis templates.
- Knowledge mapping and critical role analysis exercises.
- Group problem-solving on workforce planning scenarios.
- Action planning that converts each framework into a capability commitment.

Who Should Take This Course

- HR and organizational development professionals.
- Learning and development managers and specialists.
- Capability and competency framework designers.
- Department heads and business unit leaders.
- Workforce planning and talent management professionals.
- Consultants supporting capability and transformation programs.

Developing Organizational Competence Course Outlines

Day 1: Foundations of Organizational Competence

- Defining competence, competency, capability, and capacity.
- Reviewing the resource-based view and dynamic capabilities theory.
- Understanding capability maturity models including CMMI and EFQM.

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- Distinguishing individual, team, and organizational competence.
- Assessing your organization's capability maturity.
- Identifying strategic capabilities that create advantage.
- Reviewing current capability building practices.

Day 2: Competency Frameworks and Capability Analysis

- Building competency frameworks with behavioural indicators.
- Distinguishing technical, leadership, and core competencies.
- Conducting capability gap analysis against strategic needs.
- Applying workforce planning and demand forecasting.
- Mapping critical roles and capability risk.
- Identifying single points of failure in expertise.
- Drafting a competency framework for a chosen function.

Day 3: Learning, Development, and Knowledge Transfer

- Applying the 70-20-10 development model.
- Designing blended learning pathways aligned with career frameworks.
- Building mentoring, coaching, and stretch assignment programs.
- Creating knowledge management practices and libraries.
- Establishing communities of practice for knowledge sharing.
- Capturing tacit knowledge before it leaves the organization.
- Designing a capability development pathway.





Day 4: Talent, Succession, and Capability Risk

- Applying the nine-box grid for talent calibration.
- Building succession plans for critical roles.
- Conducting talent reviews with structured evidence.
- Developing high-potential pipelines.
- Managing knowledge loss from retirements and turnover.
- Reducing capability concentration and key-person risk.
- Building a succession and capability risk plan.

Day 5: Measurement, Governance, and Sustaining Competence

- Selecting capability indicators beyond training hours.
- Measuring competence with assessed proficiency levels.
- Linking capability metrics to business performance.
- Building governance for capability strategy and investment.
- Embedding competence into performance management systems.
- Sustaining capability through continuous improvement routines.
- Finalizing a personal organizational competence action plan.



Conclusion

By successfully completing Developing Organizational Competence, participants will have acquired practical knowledge of competency frameworks, capability gap analysis, workforce planning, knowledge management, succession, and capability measurement. They will have gained skills in capability assessment, competency framework design, knowledge transfer and succession planning, and capability measurement, plus a personal action plan. Gentex Training Center designed this program to help organizations build capability on purpose.

FAQs

Q1 What is the "Developing Organizational Competence" course about?

It covers how organizations build the capability to perform and adapt. Participants study competency frameworks, capability gap analysis, workforce planning, learning pathways, knowledge management, succession planning, and capability measurement.

Q2 What are the key benefits of the "Developing Organizational Competence" course?

Participants gain a clearer view of capability strengths and gaps, better-targeted development investment, and lower key-person risk. Organizations also plan succession more reliably, retain critical knowledge, and connect capability building directly to business performance.



Q3 What skills will I gain from the "Developing Organizational Competence" course?

You will develop four core skills: capability assessment and competency framework design, capability gap analysis and workforce planning, knowledge transfer and succession planning, and capability measurement and governance.

Q4 What tools, methods, or standards are covered in the "Developing Organizational Competence" course?

The course covers capability maturity models including CMMI and the EFQM model, competency frameworks with behavioural indicators, the 70-20-10 development model, workforce planning and demand forecasting, critical role mapping, communities of practice and knowledge libraries, the nine-box grid, succession planning tools, and proficiency-based capability indicators.

Q5 How is the "Developing Organizational Competence" course applied in real-world practice?

Participants apply the methods to live organizational tasks, such as drafting a competency framework, running a capability gap analysis, mapping a critical role, designing a development pathway, and preparing a succession review. Each module ends with an action commitment, so learning transfers directly into organizational practice.