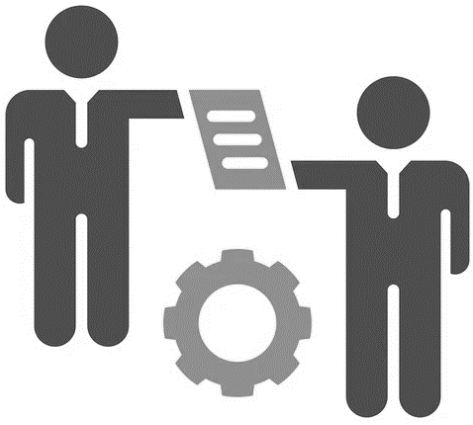
HDTC Training Center

Provide

Technical proposal of the Training program

Assessing behavioral competencies

in human resources



Introduction

This advanced professional program is considered one of the most comprehensive references in Human Capital and Competency Assessment. It bridges the gap between theory and practice, following internationally recognized standards (IPAC, SHRM, EFPA).

The course covers the entire competency assessment ecosystem: building competency frameworks, designing assessment tools, operating assessment centers, applying psychometric testing, evaluating behavioral and technical competencies, and producing professional assessment reports.

It also includes intensive hands-on workshops, real case studies, and a full simulation of an Assessment Center conducted by participants. The program aims to develop certified assessors capable of supporting hiring, promotion, development, and succession planning decisions with high scientific accuracy.

Program Objectives:

- Master the scientific and methodological foundations of competency assessment according to international standards.
- Build a complete Competency Framework for an organization.
- Design and manage professional Assessment Centers.
- Apply and interpret psychometric tests accurately.
- Conduct structured competency-based interviews (CBI) using STAR and BARS models.
- Write professional assessment reports and deliver effective feedback.
- Link assessment results to hiring, promotion, development, and succession decisions.
- Establish governance and quality assurance systems for assessment processes.

Program Outlines:

★ Day 1: Foundations of Competency Assessment

- ✓ Evolution of competency assessment (McClelland and modern approaches).
- ✓ Definition of competency: knowledge, skills, behavior, values, motives.
- ✓ The Iceberg Model of competencies.
- ✓ International standards (IPAC, ISO 10667, EFPA).
- ✓ Types of competencies (core, leadership, technical, behavioral).
- ✓ Ethics and legal considerations in assessment.

★ Day 2: Competency Framework Development (Part 1)

- ✓ Job Analysis techniques.
- ✓ Critical Incident Technique (CIT).
- ✓ Identifying core competencies.
- ✓ Drafting competency definitions.

★ Day 3: Competency Framework Development (Part 2)

- ✓ Behavioral Anchors and proficiency levels.
- ✓ Competency mapping across job levels.
- ✓ Leadership vs functional competency models.
- ✓ Validation and reliability testing of frameworks.

★ Day 4: Competency Assessment Tools

- ✓ Assessment tools mapping and selection.
- ✓ Self-assessment limitations.
- ✓ 360-degree feedback systems.
- ✓ Behavioral observation methods.
- ✓ Digital tools and AI-based assessment solutions.

★ Day 5: Competency-Based Interviews (CBI)

- ✓ Structured vs unstructured interviews.
- ✓ STAR methodology (Situation, Task, Action, Result).
- ✓ Designing competency-based questions.
- ✓ Probing techniques for deeper evidence.
- ✓ Identifying prepared or inflated responses.

★ Day 6: Interview Evaluation & Behavioral Analysis

- ✓ Evaluating responses using BARS scale.
- ✓ Reducing bias in assessments.
- ✓ Behavioral evidence analysis.
- ✓ Full interview simulation exercises.

★ Day 7: Assessment Centers (Design Phase)

- ✓ Introduction and history of Assessment Centers.
- ✓ Types (Selection, Development, Promotion).
- ✓ Multi-method and multi-assessor principles.
- ✓ Designing exercises (In-Basket, role plays).

★ Day 8: Assessment Centers (Implementation Phase)

- ✓ Leaderless Group Discussions (LGD).
- ✓ Presentation exercises and simulations.
- ✓ Assessment matrix design.
- ✓ Full Assessment Center simulation workshop.

★ Day 9: Psychometric Testing & Evaluation

- ✓ Fundamentals of psychometrics (validity and reliability).
- ✓ Personality tests (Big Five, DISC, Hogan, MBTI).
- ✓ Cognitive ability tests (verbal, numerical, logical reasoning).
- ✓ Interpretation of psychometric reports.
- ✓ Professional certifications (BPS, EFPA).

★ Day 10 – 11 : Reporting, Decision Making & Final Project

- ✓ Writing professional individual assessment reports.
- ✓ Executive summary reports for decision-making.
- ✓ Calibration sessions among assessors.
- ✓ Delivering effective feedback.
- ✓ Linking results to IDPs and succession planning.
- ✓ Quality assurance and governance.
- ✓ Final project: designing a full competency assessment system.

Program Outputs:

- A fully functional competency assessment system ready for implementation.
- A professionally designed competency framework.
- Ability to design and lead Assessment Centers.
- Mastery of structured behavioral interviews and psychometric tools.
- Production of professional assessment reports.
- Capability to support strategic HR decisions (hire, promote, develop, succeed).

Target Audience:

- Talent Management and Organizational Development Managers and Specialists.
- Recruitment, Selection, and Succession Planning Professionals.
- Internal Assessors and HR Consultants.
- HR Business Partners (HRBPs).
- Leadership Development and High-Potential (HiPo) Program Leaders.

Program competencies and qualifications:

- Leadership and Managerial Competency
- Supervision and Follow-up Competency
- Delegation and Authority Management Competency
- Communication and Motivation Competency
- Decision-Making and Problem-Solving Competency
- Performance Evaluation and Continuous Improvement Competency

Training methods:

- ✓ Technology-based learning.
- ✓ Simulation in Training.
- ✓ On-the-job guidance.
- ✓ Trainer-Led Training.
- ✓ Work Teams and Roles.
- ✓ Films and Videos.
- ✓ Case Studies and Workshops.