

# Behavioural Competency Framework

## What is it?

A Behavioural Competency Framework seeks to specify the benchmark behaviours and soft skills that differentiate between success and failure at work.

## What is it used for?

Evaluation against a framework will help people understand how to modify what they say and do, and how they say and do it, in order to be more successful in their job. It shows people where to focus their softer skill development, and highlights transferrable capability for career development and succession planning purposes.

## What are the benefits?

Using a Behavioural Competency Framework will increase the effectiveness of individuals and reinforce the organisation's vision and values.

## How does it work?

We design and introduce new competency frameworks where none have previously existed, as well as help update existing competency frameworks. We determine how to use the framework in a range of performance improvement processes including 360 degree feedback, appraisal, training and development needs analysis and performance related reward systems. We also design and deliver competency-based assessment and development centres, and coach HR teams and line managers in using behavioural competencies to accelerate performance improvement initiatives.

Behavioural competencies may include:

### Team Based Continuous Improvement

- Customer focus
- Teamworking
- Analytical thinking
- Creative problem solving

### Leading Change

- Influencing
- Interpersonal sensitivity
- Empowerment and delegation

### Delivering Results

- Strategic vision
- Commercial judgement
- Planning and organising
- Personal drive