



# ورشة عمل متقدمة لتطوير إطار الجدارات الوظيفي وإجراء تقييم الجدارات



**AGILE LEADERS**  
Training Center

08 - 19 Jun 2027

فيينا



## ورشة عمل متقدمة لتطوير إطار الجدارات الوظيفي وإجراء تقييم الجدارات

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### Behavioral Competencies Development for Social Service Professionals 2 week Overview:

This specialized training program is meticulously designed to enhance the behavioral competencies of individuals working in the social service sector. Aimed at equipping participants with essential skills for providing effective and impactful support to clients and communities, the course covers a broad range of topics from understanding behavioral competencies to developing effective communication and problem-solving abilities. By the end of this program, participants will have a profound understanding of how behavioral competencies play a crucial role in job analysis and performance evaluation, enabling them to identify competency gaps and develop strategic interventions.

### Target Audience:

- Social service employees and program managers.
- Mental health and social rehabilitation professionals.
- Individuals keen on improving their behavioral and interactive skills.

### Targeted Organizational Departments:

- Social Service departments in institutions and organizations.
- Mental Health and Social Care departments.
- Educational and training departments specializing in social work.

### Targeted Industries:

- Governmental and private entities in the social service sector.
- Healthcare and mental health organizations.
- Charitable organizations and non-profits.

### Course Offerings:

- Enhanced understanding of behavioral competencies and their importance in social service.
- Development of effective communication and listening skills.
- Improved problem-solving and decision-making abilities.
- Enhanced interaction skills with special groups and targeted support provision.
- Ability to assess performance and sustainably develop competencies.

## Training Methodology:

The course adopts a blend of theoretical lectures and practical applications, utilizing case studies and real-world examples to ensure an interactive learning environment. Through group discussions, feedback sessions, and hands-on activities, participants will engage in a comprehensive learning experience that fosters practical application of knowledge in their real-life work settings.

## Course Toolbox:

- Theoretical lectures and presentations.
- Group discussions and workshop sessions.
- Case studies and practical exercises.
- Training materials and assessment tools.
- Interactive activities and practical applications.

## Course Agenda:

### Day 1: Understanding Behavioral Competencies in Job Analysis and Performance Evaluation

- Introduction to Behavioral Competencies and Their Importance in Social Service Topic 1:
- The Role of Behavioral Competencies in Job Analysis Topic 2:
- Integrating Behavioral Competencies into Performance Evaluation Topic 3:
- Strategies for Measuring Competencies During Employment Topic 4:
- Recap of Behavioral Competencies in Professional Evaluation and Job Analysis Reflection & Review:

### Day 2: Identifying Competency Gaps through Behavioral Indicators

- Overview of a Competency Dictionary and Its Classification Topic 1:
- Identifying Core, Enabling, Functional, and Managerial Competencies Topic 2:
- Linking Behavioral Indicators with Functional and Managerial Competencies Topic 3:
- Assessing Competency Gaps through Behavioral Indicators Topic 4:
- Reviewing the Process of Identifying and Classifying Competency Gaps Reflection & Review:

### Day 3: Developing Behavioral Indicators for Core Competencies Part 1

- Enhancing Analytical Thinking and Problem-Solving Competencies Topic 1:
- Building and Developing Relationship Competencies Topic 2:
- Customer Service and Support Competency Development Topic 3:
- Reflecting on the Development of Core Competency Indicators Reflection & Review:

## Day 4: Developing Behavioral Indicators for Core Competencies Part 2

- Developing Competencies in Communication Skills Topic 1: •
- Planning and Organizational Competency Development Topic 2: •
- Enhancing Team Collaboration Competencies Topic 3: •
- Revisiting Core Competencies and Their Behavioral Indicators Reflection & Review: •

## Day 5: Developing Behavioral Indicators for Managerial Competencies Part 1

- Partnership Building and Facilitating Change Topic 1: •
- Leading Individuals: Developing Leadership Competencies Topic 2: •
- Management of Individual Performance and Resources Topic 3: •
- Review of Managerial Competency Development and Its Impact Reflection & Review: •

## Day 6: Developing Behavioral Indicators for Social Service Workers

- Identifying Target Competencies for Social Service Workers Topic 1: •
- Developing Competencies for Effective Follow-up and Verification Topic 2: •
- Risk-Taking and Result Achievement Competency Development Topic 3: •
- Maintaining Work Quality Standards Topic 4: •
- Reflecting on Social Service Worker Competency Development Reflection & Review: •

## Day 7: Developing Behavioral Indicators for Enabling Competencies Part 1

- Flexibility and Adaptation Competency Development Topic 1: •
- Critical and Logical Thinking Competency Enhancement Topic 2: •
- Continuous Learning and Creative Thinking Competency Development Topic 3: •
- Recap on Developing Enabling Competencies Reflection & Review: •

## Day 8: Developing Behavioral Indicators for Enabling Competencies Part 2

- Motivation and Performance Energy Competency Development Topic 1: •
- Influencing Others and Initiating Change Competency Development Topic 2: •
- Focus on Results: Developing Competencies for Effective Outcome Achievement Topic 3: •
- Reviewing Enabling Competencies and Behavioral Indicators Reflection & Review: •

## Day 9: Competency Management for Career Progression

- Succession and Replacement Planning Using Competencies Topic 1: •
- The Role of Competencies in Promotion, Succession, and Replacement Topic 2: •
- Reflecting on the Integration of Competencies in Career Development Reflection & Review: •

## Day 10: Competencies in Training and Continuous Improvement

- Linking Continuous Improvement Culture with Competency Development Topic 1:
- Training Needs Analysis and Identifying Training Gaps Topic 2:
- Connecting Competencies with Key Performance Indicator Dimensions Topic 3:
- Summary and Next Steps in Competency-Based Training and Improvement Reflection & Review:

## How This Course is Different from Other Behavioral Competencies Development Courses:

Unlike traditional courses that mainly focus on theoretical aspects, this program emphasizes practical applications and interactive activities tailored specifically for social service professionals. It offers a unique blend of enhancing behavioral and problem-solving skills in a manner that meets the professional needs of the social service sector. Participants will leave with not only theoretical knowledge but also practical tools and strategies to apply effectively in their work environments, making it a standout choice for those committed to making a significant impact in their field.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



أمستردام - هولندا



أكرا - غانا



أثينا - اليونان



أبوظبي - الإمارات العربية المتحدة



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



استنبول - تركيا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



الرياض - المملكة العربية السعودية



بانكوك - تايلند



بالي - جمهورية إندونيسيا



بأكو - أذربيجان



باريس - فرنسا

## مدن التدريب



تيليسي - جورجيا



بوكيت - تايلاند



برشلونة - إسبانيا



براغ - جمهورية التشيك



دبي - الإمارات العربية المتحدة



جوهانسبرغ - جنوب إفريقيا



جنيف - سويسرا



جاكرتا - جمهورية إندونيسيا



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة الأمريكية



زنجر - تنزانيا



روما - إيطاليا



طشقند - أوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة الأمريكية



شرم الشيخ - مصر

## مدن التدريب



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



طوكيو - اليابان



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كاب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



ماربيا - إسبانيا



نيس - فرنسا



نairobi - كينيا



ميونخ - ألمانيا



ميلان - إيطاليا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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