



ورشة عمل متقدمة لتطوير إطار الجدارات الوظيفي وإجراء تقييم الجدارات



AGILE LEADERS
Training Center

25 May - 05 Jun 2027
أبوظبي

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

الدورات التدريبية في مجال البيئة والاستدامة	دورات إدارة الجودة وتطوير العمليات
دورات إدارة و تحليل البيانات ودورات علم البيانات	دورات إدارة و تطوير الموارد البشرية
دورات الذهن السيرياني ودورات تقنية المعلومات	دورات الاتصال الجماهيري و السياسات والعلاقات العامة
دورات التدريب القانوني والهشتريات والتعاقدات	دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات
دورات الحوكمة وإدارة المخاطر والامتثال	دورات السكرتارية و إدارة المكاتب
دورات الصحة والسلامة والذهن المهني	دورات الصيانة ودورات المجالات الهندسية المتنوعة
دورات المحاسبة و التهويل و دورات الإدارة المالية	دورات المهارات الشخصية وتطوير الذات
دورات في مجالات القيادة والإدارة	دورات معتمدة من قبل هيئات دولية
دورات مكتب إدارة المشاريع وإدارة المشاريع الرشيقية	



معدن التدريب

أكر غانا	أثينا اليونان	أبوظبي الإمارات العربية المتحدة
الجبيل المملكة العربية السعودية	استنبول تركيا	أهستردام هولندا
الرياض المملكة العربية السعودية	الدوحة قطر	الدار البيضاء المغرب
المنامة مملكة البحرين	الكويت الكويت	القاهرة مصر
بانكوك تايلند	باكو أذربيجان	باريس فرنسا
برلين ألمانيا	برشلونة إسبانيا	براغ جمهورية التشيك
تيليسي جورجيا	بوكيت تايلاند	بورتو البرتغال
جنيف سويسرا	جاكارتا جمهورية إندونيسيا	تورنتو كندا
روما إيطاليا	حلي الإمارات العربية المتحدة	جوهانسبرغ جنوب أفريقيا
سنغافورة سنغافورة	سان دييغو الولايات المتحدة الأمريكية	زنجان تنزانيا
شيكاغو الولايات المتحدة الأمريكية	شرم الشيخ مصر	سيول كوريا الجنوبية
طوكيو اليابان	طشقند أوزبكستان	طرابزون تركيا
فرانكفورت ألمانيا	عن بعد منصة زووم	عمان المملكة الأردنية الهاشمية

مدن التدريب

كيب تاون جنوب افريقيا	كوالالمبور ماليزيا	فيينا النمسا
لندن المملكة المتحدة	لشبونة البرتغال	لانكاوي ماليزيا
مسقط سلطنة عمان	هدريد اسبانيا	ماربيا اسبانيا
ميونخ ألمانيا	ميلان إيطاليا	مونترو سويسرا
	نيويورك الولايات المتحدة الأمريكية	نيروبي كينيا