Competence Modeling

Logiche e metodi

Domenico Berdicchia

Articoli

Competency models and culture: Pitfalls in exporting interview techniques

Human Resource Management International Digest 23.6 (2015): 27-29.

The Design of a Competence Model for B2B Leadership in the Context of the Sports Industry

Global Business and Management Research7.2 (2015): 111-119

The Optimization of Human Resource's Performance in Islamic Microfinance Institutions Through Job Analysis and Competency Model

The Asian Journal of Technology Management8.1 (2015): 56-67.

The integrated model of core competence and core capability

Total Quality Management & Business Excellence26.1-2 (2015): 173

Application of Competence Models in Terms of University Management

International Conference on Intellectual Capital and Knowledge Management and Organisational Learning: 374-383. Kidmore End: Academic Conferences International Limited. (Nov 2014)

An organizational competence model for innovation intermediaries

European Journal of Innovation Management17.1 (2014): 2-24

• • •

Conferences

European Conference "Competence Modeling for European HR and Policies Bridging Business, Education, and Training", (COME-HR, 2011)

What is a level of competence?

Simon Grant, Cleo Sqouropoulou

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Developing a Specification for Competency Semantics

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Competence Modeling and Standardization of Terminology in the Field of E-learning

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Competence Modeling for Motivated Human Resources: A case study in a Large Indian Public Sector Enterprise

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National Aeronautics and Space Administration

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Leadership and Management Development

LEADERSHIP MODEL

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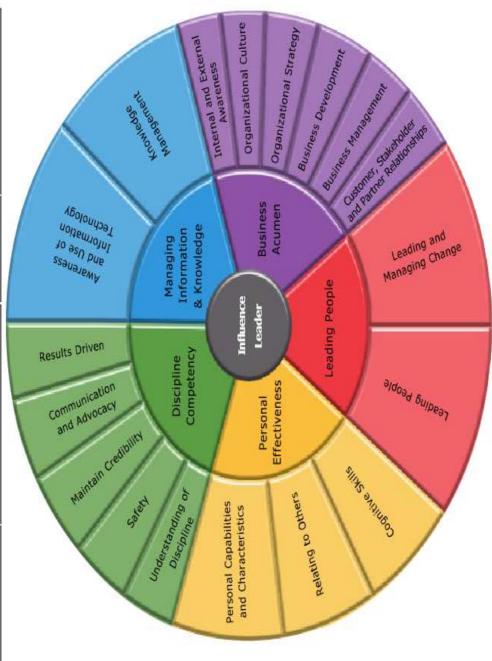
Leadership Model

- + OVERVIEW
- INFLUENCE LEADER

+ TEAM LEADER

- + 1st LINE SUPERVISOR
- + MANAGER
- + EXECUTIVE

Download Model in PDF file





+ The President's Management Agenda
 + NASA Privacy Statement, Disclaimer, and Accessibility Certification

+ Inspector General Hotline

+ Freedom of Information Act NASA Official: Michael Mccann Last Updated February, 2011







The process of influencing people by providing purpose, direction, and motivation to accomplish the mission and improve the organization.

The Leadership Requirements Model establishes what leaders need to be, know and do. A core set of requirements informs leaders about expectations.

Leadership Requirements Model

OTHER DESIGNATION

CHARACTER

- Army Values · Empathy
- Warrior Ethos/Service

* Confidence * Resilience

* Fitness

· Discipline Ehos

DEVELOPS

LEADS

* Leads others

* Builds trust

ACHIEVES

* Interpersonal fact

Expertise

* Innovation

 Mental agility
 Sound judgment INTELLECT

· Military and professional bearing

PRESENCE

Gets results Creates a positive environment/

- Fosters esprit de corps
 - Prepares self

Extends influence beyond chain of command

example

· Leads.

* Communic

- Stewards the profession Develops others

COMPETENCIES

Positive and harmful forms of leadership

Subordinate to law & Oath to Constitution

Combat Power: Unifier and Multiplier

Compliance and Resistance

Influence: Commitment,

civilian authority

Organizational - Apply competencies to increasingly complex situations Strategic - Shape the military through change over extended time Direct - Refine ability to apply competencies at a proficient leve Leadership Levels of

Collective - synergistic effects achieved with multiple leaders aligned by purpos Situational - actions adjusted to complex and uncertain environments Conditions of Informal - take initiative and apply special expertise when appropriate Formal - designated by rank or position, command is an example Leadership Special

Outcomes

Secured U.S. interests

Sound decisions

Mission success

Expertly led organizations Stewardship of resources Stronger families

Engaged Soldiers & Civilians Healthy climates Fit units



British Royal

Navy

A model of command, leadership and management competency in the British Royal Navy

Leadership & Organization
Development
Journal
Vol. 26 No. 3,
2005
pp. 228-241

LDQ factors OPQ factors and groups

Intellectual (IQ)
Critical analysis and judgement
Vision and imagination
Strategic perspective

Management (MQ)
Managing resources
Engaging communication
Empowering

Developing Achieving

Social and emotional (EQ)
Self-awareness
Resilience

Motivation Sensitivity Influence Intuitiveness

Conscientiousness

Emotion Sociability
Relaxed Outgoing
Worried Affiliative
Tough minded Social confidence
Optimistic

Trusting Emotional control

Dynamism Decisive Vigour

Competitive Achievement

Influence
Persuasive
Controlling
Outspoken
Independent

Empathy Modest Democratic Caring Structure

Detail-conscious Conscientious Rule following Forward thinking

Analysis
Data-rational
Evaluative
Behavioural

Creativity and change

Conventional Conceptual Innovative Variety seekii

Variety seeking Adaptable



People Liberation Army

The
Leadership
Competency
Modeling of
Military
Academy
Cadets

SOCIAL
BEHAVIOR AND
PERSONALITY
2009, **37**(4), 525538

THE COMPETENCY MODEL OF MILITARY ACADEMY CADET LEADERSHIP PERFORMANCE

| Competency | Definition | Percent ^a |
|--|--|----------------------|
| Dedication | To commit oneself fully to a particular task or occupation, regardless of personal profit. Loyalty to | |
| | the nation and the army. | 100% |
| Planning and Programming | Knowledge of principles and processes involved in military tasks and organizations. Thought out in | |
| | advance. Ability to arrange tasks into an | |
| | effective procedure. | 100% |
| Interpersonal relationships ^b | Mutual respect and tolerance. Care for subordinates. | |
| | Capacity to establish and maintain a reciprocal | |
| | relationship with others. | 100% |
| Written communication | The ability to communicate information and ideas in | |
| | writing. The ability to read and understand written | |
| | information and ideas. | 100% |
| Oral communication | The ability to listen to and understand information | |
| | and ideas. The ability to communicate information | |
| | and ideas in speaking. | 100% |
| Intelligence and knowledge | Ability to acquire and apply knowledge. Having | |
| | a high level of education or being mentally acute. | |
| | Fluency of ideas. Proficiency to field worked in. | 100% |
| Emotional stability ^c | The state of one who is emotionally mature, whose | |
| | emotional reactions are consistent across situations. | |
| | Ability to restrain oneself or one's behavior. Self- | |
| | control. Self-examination. | 100% |
| Social judgment | Having knowledge of social customs and avoiding | |
| | causing offense. Being aware of the relations between | |
| | organizations and individuals. Capacity to relate | |
| | effectively with groups or communities. | 100% |
| Military bearing ^d | The military temperament embodied in one's | |
| | appearance, dress, behavior, address, and so on. | 90% |
| Determination | The ability to make a decision assertively, based on | |
| | wise judgment. | 90% |
| Influencing others ^e | One serving as an example to be imitated. Motivating and inspiring others to achieve the goals of the | |
| | organization. Persuasive. | 80% |



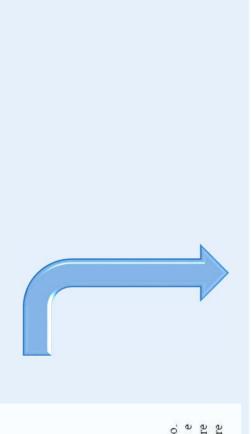
Settore Comunicazione Istituzionale

Ufficio Stampa

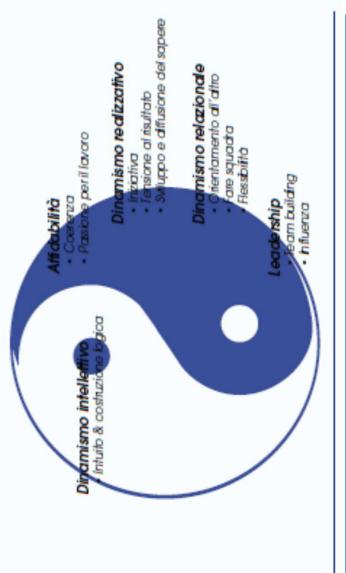
COMUNICATO STAMPA

Costruzione e uso di un modello di competenze Il caso dell'Agenzia delle Entrate diventa un manuale

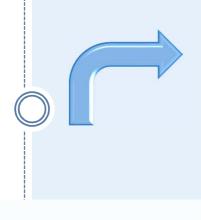
Un manuale per valutare la qualità delle prestazioni di lavoro nel settore pubblico. Realizzato dall'Agenzia delle Entrate e dal Formez, il libro - dal titolo "Costruzione e uso di un modello di competenze – Il caso Agenzia delle Entrate" - ha l'obiettivo di dare visibilità alla best practice dell'Amministrazione finanziaria e nel contempo diffondere e far diventare di uso comune le moderne metodologie sperimentate.



Modello delle competenze del personale dell'Agenzia delle Entrate







| Lavorare in <i>team</i> | Capacità di cooperare ed interagire efficacemente con i membri del gruppo per il raggiungimento degli obiettivi |
|------------------------------|---|
| Interesse verso le relazioni | Essere in grado di comprendere le percezioni, i bisogni e gli atteggiamenti degli altri e di interagirvi in modo costruttivo |
| Comunicazione | Capacità di organizzare e gestire opportunatamente le informazioni (scritte e orali), di esporte con efficacia e di trasmetterle con chiarezza sia ai singoli che al gruppo |
| Problem solving | Capacità di contestualizzare i problemi e/o le situazioni complesse e di ricercare le soluzioni più idonee scegliendo tra le alternative possibili |
| ORIENTAMENTI | DESCRITTORE |
| Innovazione | Propensione alla produzione di idee e di soluzioni originali per migliorare la capacità di risposta dell'organizzazione alle richieste cui è sottoposta |
| Orientamento al cliente | Valutare i bisogni del cliente (interno/esterno) al fine di proporre servizi, prodotti e misure che ne assicurino la soddisfazione |
| Approccio sistemico | Consapevolezza di come gli elementi dei diversi settori che costituiscono l'insieme nel quale si opera, interagiscono tra loro in modo organico |
| Orientamento al risultato | Motivazione interiore al conseguimento degli obiettivi, a raggiungere e mantenere uno standard di prestazione elevato |
| Precisione/accuratezza | Cura e monitoraggio del processo di lavoro a garanzia del perseguimento degli standard di qualità |
| Iniziativa e proattività | Capacità di attivare processi, di influenzare gli eventi, portando avanti con tenacia le proprie proposte e creando opportunità di sviluppo |



Sistema di valutazione delle prestazioni del personale

MANUALE OPERATIVO

Allegato al Decreto ministeriale del 28 aprile 2015

| Area "Guida e direzione" | Competenza organizzativa | Orientamento al cambiam | Visione strategica | Guida | A Action of the second second |
|--------------------------|--------------------------|-------------------------|--------------------|-------|-------------------------------|
| 1 | _ | | | | |

Tutto il personale Obbligatorio per i responsabili di struttura con Dirigenti con incarico di livello generale Agibile ed appropriata ai seguenti ruoli almeno collaboratori Tutto il personale ento Motivazione e sviluppo risorse

Area "Programmazione e gestione"

| | 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - | |
|---|--|---|
| | Competenza organizzativa | Agibile ed appropriata ai seguenti ruoli |
| _ | Pianificazione e organizzazione V1 | Pianificazione e organizzazione V1 Dirigenti con incarico di livello generale |
| | Pianificazione e organizzazione V2 Dirigenti | Dirigenti |
| _ | Capacità decisionale | Tutto il personale |
| | Orientamento ai risultati | Tutto il personale |
| _ | Integrazione nell'organizzazione | Tutto il personale |
| - | Accuratezza e tempestività | Tutto il personale (tranne i Dirigenti con incarico |
| | | di I fascia) |



Sistema di valutazione delle prestazioni del

personale

| ALEA TEIAZIOIII E COMMUNICAZIONI | |
|----------------------------------|---|
| Competenza organizzativa | Agibile ed appropriata ai seguenti ruoli |
| Comunicazione | Tutto il personale |
| Reti e relazioni | Tutto il personale |
| Negoziazione | Tutto il personale |
| Lavoro di gruppo | Tutto il personale |
| Orientamento all'utenza | Tutto il personale (tranne i Dirigenti con incarico |
| | di I fascia) |



Area "efficacia e innovazione"

Allegato al Decreto ministeriale del 28 aprile 2015

MANUALE OPERATIVO

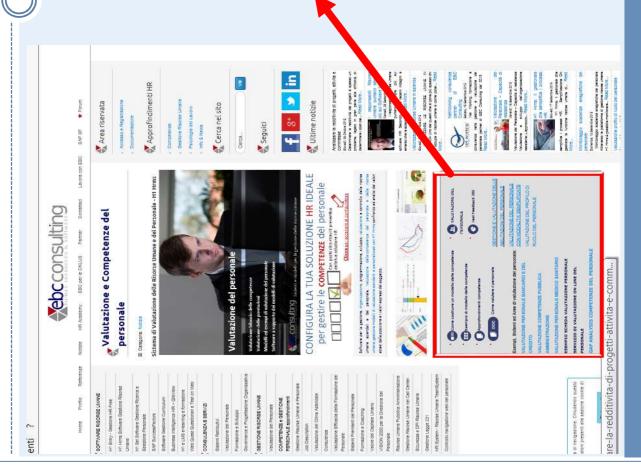
| Competenza organizzativa | Agibile ed appropriata ai seguenti ruoli |
|--|--|
| Innovazione | Tutto il personale |
| Flessibilità | Tutto il personale |
| Analisi e soluzione dei problemi | Tutto il personale |
| Sviluppo/condivisione della | della Tutto il personale |
| conoscenza | |
| Orientamento alla semplificazione Tutto il personale | Tutto il personale |
| | |











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PERSONALE

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DEL PERSONALE

GAP ANALYSIS COMPETENZE DEL

PERSONALE



he CERN Competency Model

approved by Management as part of the HR Strategy. Its main ive performance and continuous development of staff. aim is to provide coherent criteria throughout organisational processes The CERN Competency Model is one of the HR Initiatives and has

Reference documents:

- · Browse the brochure online
- · Download If the brochure
- CERN Competency Model (CCM) in
- Spotfight on CERN videor®
- Bulletin article "Competencies a roadmap for CERN Staffg" (January 2011)
- Technical Competencies' Representatives in



Head of the Human Resources Department Anne-Sylvie Catherin



The CERN Competency Model Advancement & Promotion Your Career

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