



Behavioral Competencies Development for Social Service Professionals (2 week)

15 - 26 Jun 2026
Cape town



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Ref.: 36192_15110 **Date:** 15 - 26 Jun 2026 **Location:** Cape town **Fees:** 10000 **Euro**

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

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

Day 2: Identifying Competency Gaps through Behavioral Indicators

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

Day 3: Developing Behavioral Indicators for Core Competencies Part 1

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



Day 4: Developing Behavioral Indicators for Core Competencies Part 2

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

Day 5: Developing Behavioral Indicators for Managerial Competencies Part 1

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

Day 6: Developing Behavioral Indicators for Social Service Workers

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

Day 7: Developing Behavioral Indicators for Enabling Competencies Part 1

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

Day 8: Developing Behavioral Indicators for Enabling Competencies Part 2

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

Day 9: Competency Management for Career Progression

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



Day 10: Competencies in Training and Continuous Improvement

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

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.

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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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CONTACT US

 UAE, Dubai Investment Park First

 +971585964727
+447700176600

 sales@agile4training.com