

# Behavioral Competencies Development for Social Service Professionals (2 week)

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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.

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## 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

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## 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

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### 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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# Training Course Categories

- Agile PM and Project Management Training Courses
- Agribusiness & Food Security Training Courses
- Aviation Management and Operations Training Courses
- Certified Courses By International Bodies
- Communication and Public Relations Training Courses
- Crisis Management and Business Continuity Training Courses
- Data Analytics Training and Data Science Courses
- Digital Government & Public Service Training Courses
- Education and Learning Development Training Courses
- Environment & Sustainability Training Courses
- Facilities and Real Estate Training Courses
- Finance and Accounting Training Courses
- Governance, Risk and Compliance Training Courses
- Healthcare Management Training Courses
- Heritage Conservation and Museum Management Training Courses
- Hospitality and Tourism Training Courses
- Human Resources Training and Development Courses
- IT Security Training & IT Training Courses
- Leadership and Management Training Courses
- Legal Training, Procurement and Contracting Courses
- Maintenance Training and Engineering Training Courses
- Marketing, Customer Relations, and Sales Courses
- NGO, Humanitarian and Development Management Training Courses
- Occupational Health, Safety and Security Training Courses
- Oil & Gas Training and Other Technical Courses
- Personal & Self-Development Training Courses

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# Training Course Categories

- Quality and Operations Management Training Courses
- Secretarial and Administration Training Courses
- Shipping, Maritime and Ports Training Courses

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# Training Cities

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| **Abu Dhabi**<br>UAE | **Accra**<br>Ghana | **Addis Ababa**<br>Ethiopia |
| **Amman**<br>Jordan | **Amsterdam**<br>Netherlands | **Athens**<br>Greece |
| **Baku**<br>Azerbaijan | **Bali**<br>Indonesia | **Bangkok**<br>Thailand |
| **Barcelona**<br>Spain | **Berlin**<br>Germany | **Cairo**<br>Egypt |
| **Cape town**<br>South Africa | **Casablanca**<br>Morocco | **Chicago**<br>USA |
| **Doha**<br>Qatar | **Dubai**<br>UAE | **Frankfurt**<br>Germany |
| **Geneva**<br>Switzerland | **Istanbul**<br>Turkey | **Jakarta**<br>Indonesia |
| **Johannesburg**<br>South Africa | **Kuala Lumpur**<br>Malaysia | **Kuwait**<br>Kuwait |
| **Lagos**<br>Nigeria | **Langkawi**<br>Malaysia | **Lisbon**<br>Portugal |
| **London**<br>UK | **Madrid**<br>Spain | **Manama**<br>Bahrain |
| **Marbella**<br>Spain | **Milan**<br>Italy | **Montreux**<br>Switzerland |
| **Munich**<br>Germany | **Muscat**<br>Oman | **Nairobi**<br>Kenya |

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# Training Cities

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| **New York**<br>USA | **Nice**<br>France | **Paris**<br>France |
| **Phuket**<br>Thailand | **Port Louis**<br>Mauritius | **Porto**<br>Portugal |
| **Prague**<br>Czech Republic | **Rome**<br>Italy | **San Diego**<br>USA |
| **Seoul**<br>South Korea | **Sharm El-Sheikh**<br>Egypt | **Singapore**<br>Singapore |
| **Tashkent**<br>Uzbekistan | **Tbilisi**<br>Georgia | **Tokyo**<br>Japan |
| **Toronto**<br>Canada | **Trabzon**<br>Turkey | **Vienna**<br>Austria |
| **Zanzibar**<br>Tanzania | **Zoom**<br>Online Training | **Zurich**<br>Switzerland |