



It matters what you do

Working with competencies

Reclassering Nederland



Education and development

- school/college education
- experience
- internal training
- competency management



Competency management

Competency → required professional quality

Management → optimizing the benefits of these qualities



Goals

Competency management is:

- *Strategic control*
- *Development*



Advantages

- Higher quality
- Staff are aware of:
 - the requirements of their job
 - their own qualities
 - areas of improvement: what & how?
- Stability, transparency



Win-win situation

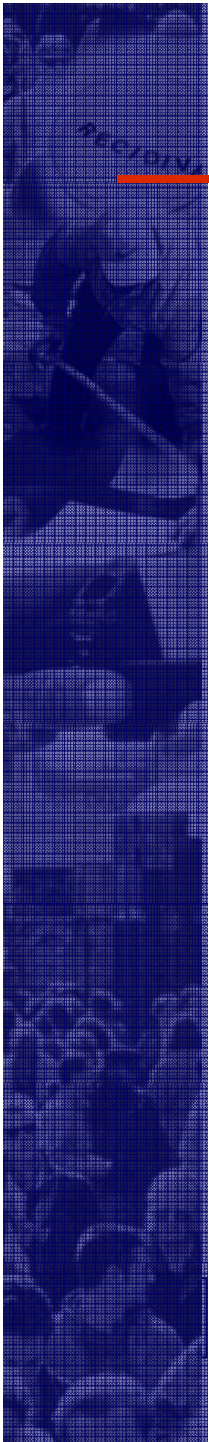
- Continual development and success of the Dutch Probation Service
- Continual development and success of staff members



Important terms

- *Competencies*
 - Behavioral skills
 - Performing tasks successfully
- *Dictionary of competencies*
 - Speaking the same language
- *Competency profile*
 - Recording crucial behavioral skills





A stylized graphic consisting of a dark blue rounded rectangle with the text "It matters What You do" in white. To the left of this rectangle are three orange squares stacked vertically. Above the rectangle are four white rounded rectangles, suggesting a stack of pages or documents. A grey horizontal bar is positioned above the text area.

ering Nederland



Basic assumptions for the introduction

- Top-down
- Staff involvement from the start
- Feasible in practice
- Phased development and introduction
- Implementation by the management
- Expert support:
HR advisors and project team



Products so far

- Dictionary of competencies 
- Competency profiles
- HR staff training
- Booklet on development opportunities 
- Booklet with development tips
- Recruitment booklet







Competency profile

- Aim of the job
- Position
- Result areas
- Essential situations
- Behavioral skills



Terms: *essential situation*

- Show what you are worth
- Pressure, resistance, conflicts of interests
- *Behavioral skills* keep you going





Thank you for your attention

Reclassering Nederland

