

**Functional - or Technical - Competency Model**

<b>Who:</b>	A multilateral development bank with headquarters in the City of London.
<b>Critical Issue:</b>	Requested that we create and implement a Banking Department Technical Competency Model.
<b>Reasons:</b>	The Bank wanted to explain the critical technical skills, knowledge and behaviour required by all department employees, at each hierarchical level, to support the achievement of organisational strategies and do a successful job.
<b>Capabilities Required:</b>	The Bank required support to design a model of banking best practice to show how technical banking competencies should be used to develop a career and maximise employability by aligning employee objectives with performance expectations.
<b>What We provided:</b>	We provided the business with these capabilities.
<b>Results:</b>	Banking employees can now accurately demonstrate/describe the skills, knowledge, abilities and behaviours essential for successful job performance. The competencies are also used in department recruitment, promotion, appraisal and personal development.
<b>Organisation Benefits:</b>	<ul style="list-style-type: none"> <li>• Bank funded training and professional development activities are more productive, goal oriented and cost effective.</li> <li>• Banking Department employees have cleared job performance standard expectations.</li> <li>• Improved employee mobility, greater flexibility, scale and flex.</li> <li>• The competency framework has provided enhanced clarity and feedback in recruitment, training and appraisals.</li> <li>• Performance appraisals are more concrete.</li> <li>• Enhanced employee development and promotional paths.</li> </ul>