

Training and Workforce Development Division

- Competency implementation
- WIG for 2018
- What can CPTP do for your agency?



BUY VERSUS GROW COMPETENCIES

Data indicates that some competencies are relatively easy to develop, while others take long practice and study. For purposes of selection, best practice suggests that those competencies which are critical but difficult to develop are weighted more heavily in interview and selection assessments than those competencies which are easily developed. In other words, these competencies (known as “buy” competencies) must be brought into the organization through selection and hiring than developed in the organization through formal or informal training activities.

Of the competencies deemed critical for the HR Consultant position, only two are listed as “buy” competencies:

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- Flexibility
- Resiliency (chosen by ICs)

Problem Solving

Definition: Gathers all necessary information, thoroughly states a problem and the desired result, contemplates the optimal process of achieving that result, summons assistance when necessary, and ultimately takes action.

Buy Techniques

Behavior-Based Interview Questions

- Give an example of a time when you were faced with an unexpected problem. What was it; how did you react? Were you able to solve the problem? If so, how? What was the result?

Selection Activities

- Give a case study detailing a problem faced by the organization. Make the problem commensurate with the knowledge and experience level of the candidate. Ask the candidate to solve the problem. Ask for details explaining the problem solving process and factors that were considered, as well as how/why the decision was reached.

Growth Techniques

CPTP Courses

Human Resources Program/Certificate

- Strategic/Transactional
- Input from HR and Agency Leadership
- CEU Credit
- Evaluative Aspects
- Blended/Social/Informal
- Project-Based, With a relevant, case-based project



Comprehensive Public Training Program **CONSULTING SERVICES**



Louisiana
SCS
State Civil Service

CPTP creates and provides quality, innovative training and workforce development services to public employees in Louisiana.



Workforce Development

We help agencies and organizations identify and address the gaps between the workforce of today and the needs of tomorrow. Let us help you align your workforce with your strategic goals and mission.



Competency Analysis

We use proven methods to identify and analyze the competencies needed for individual positions or at the divisional or organizational levels. We, also, help organizations build and acquire critical competency using recruitment, selection, and development strategies.

Human Performance Improvement



We use a systematic process to identify successful performance, determine the root causes of performance problems, and design and evaluate solutions that lead to peak performance.

Multimedia Design



We create innovative, customized, video, eLearning, microlearning, and other performance support materials for your team. We make learning accessible to you 24/7!



Live Learning Events

We offer courses, workshops, retreats, and other facilitated events that provide learners the opportunity to not only learn new concepts and strategies, but apply them. Learners leave our events ready and able to perform!

