Deputy of training

Plan and curriculums office

Competency Training standard

Title
Results through Collaboration

Occupational group
Information Technology

International code

2523-53-123-1

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Revision Process:

- Scientific content
- According to market
- Equipment
- Tools

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Definitions:

Job standard:

The characteristics ' required competencies and abilities for Efficient Performance in work environment is called "the Job standard", and sometimes "The Occupational standard"

Training standard:

The Training Map for achieving the Job's subset Competencies.

Job title:

Is a set of Tasks and Abilities which is expected from an employed person in the defined level

Job description:

A statement covering the most important elements of a job, namely the position or title of the job, the duties, job's relation with other jobs in a occupational field, the responsibilities, workplace conditions and required performance standards.

Course duration:

The minimum of time which is required to achieve the training objects.

Admission requirements:

The minimum of competencies and abilities which are obligatory for a potential admission.

Evaluation:

The process of collecting evidence and judgment about wetter a competency is achieved or not. Include: written examination, practical examination

Required Qualifications for Trainers**:**

The minimum of Trainer's technical and vocational abilities which the trainer is required to have.

Competency:

The ability of efficient performing a duty in a variety of workplaces conditions

Knowledge:

The minimum set of facts and mental capacities which is necessary for achieving a competency. This can include science, (Mathematics, physics, chemistry or biology), technology or technical.

Skill:

The minimum coordination between mind and body for achieving an ability or competency. It normally applied to practical skills.

Attitude:

A set of emotional behaviors required for achieving a competency and can have non-technical skills and occupational ethics.

Safety:

The cases which doing or not doing something can cause harm or accident

Environmental Consideration:

A set of consideration about the act which should be done to minimize the environmental damage or pollution.

competency title:	5

Results through Collaboration

competency description:

Through interactive workshops, self-assessments, role-playing activities and video simulations, you gain practical experience initiating and responding to various forms of communication. You will also learn to handle situations based on a flexible, genuine and self-confident approach.

Build collaborative relationships that emphasize trust and respect

Communicate effectively using simple and concise language

Enhance listening skills to anticipate and avoid misunderstandings

Foster cross-cultural understanding in your workplace

Eliminate communication roadblocks

Focus on nonverbal cues

Experiencing one-way and two-way communication

Defining your communication style

Demonstrating active-listening skills

Dealing with challenging emotions

Revealing personal filters

Overcoming cross-cultural barriers

admission requirements:

minimum degree of education: Computer or IT related Bachelor
minimum physical and mental ability: Working with computer
prerequisite skills:-

Course duration:

Course Duration : 20 Hours

-Theoretical:7 Hours

-Practical: 13 Hours

-Apprenticeship:... Hours

-Project:... Hours

Evaluation :(%)

Written:25%

Practical:65%

Work ethics:10%

Required Qualifications for Trainers:

Computer or IT related Bachelor with 2 years' experience

competency training standard

tasks

	Title
1	Building a Foundation
2	Setting Clear Goals for Your Communication
3	Avoiding Communication Breakdowns
4	Translating across Communication Styles
5	Listening for Improved Understanding
6	Achieving Genuine Communication
7	Cross-Cultural Communication
8	Working Constructively with Emotions

Training standard

Contents analysis form

Title: Building a Foundation	time			
	theoretical	practical	total	

Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Adopting simple, concise and direct language Identifying basic communication principles Applying a communication process model				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard

Contents analysis form

Title:	time			
	theoretical	practical	total	
Title: Setting Clear Goals for Your Communication				
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Determining outcomes and results				
Soliciting feedback				
Matching intentions and results Initiating communications				
Figuring out what to say and the best way to say it				
Paying attention to verbal and nonverbal cues				
Creating a strong connection when face-to-face communication is missing				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard

Contents analysis form

Title:	time			
	theoretical	practical	total	
Title: Avoiding Communication Breakdowns				

Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Creating value in your conversations Strengthening your relationships Distinguishing value from waste Taking personal responsibility Recognizing your role in communications Identifying internal and external factors that impact your communications Establishing message feedback Communicating non defensively				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard
Contents analysis form

Title: Translating across Communication Styles	time			
	theoretical	practical	total	

Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Identifying the four communication styles Recognizing your style and the style of others Strengths and blind spots of each style Bridging communication styles Closing communication gaps Being flexible without compromising your identity				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard

Contents analysis form

Title: Listening for Improved Understanding	time			Equipments ,tools, materials ,books
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Tools for active listening				
Asking clarifying questions				
Confirming the message				
Demonstrating respect, empathy and sensitivity				
Listening for the entire message				
Interpreting nonverbal cues				
Intonation				
Rate of speech				
Volume				
Gestures				
Facial expressions				
Posture				
Use of space				
Dress				
Eye contact				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard
Contents analysis form

Title: Achieving Genuine Communication	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill:				
Creating openness				
Determining when to speak up and when not to				
Identifying appropriate degrees of disclosure				
Establishing value and trust				
A three-dimensional model of behavior				
Identifying how you interact with others and how to make improvements				
Calibrating the variance between what you want and what you express				
Matching your body language to your message				
Enhancing your message to gain your intended results				
Creating believable and credible messages				
Ensuring that your attitude supports communication				
Speaking through silence				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard
Contents analysis form

Title: Cross-Cultural Communication	time			Equipments ,tools, materials ,books
	theoretical	practical	total	

Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill:				
Navigating beyond cultural boundaries				
Developing greater sensitivity to cultural differences				
Building greater accountability and trust on virtual teams				
Working with filters and assumptions				
Raising your awareness to avoid misunderstandings				
Uncovering hidden assumptions				
Recognizing filters in yourself and others				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard
Contents analysis form

Title: Working Constructively with Emotions	time			Equipments ,tools, materials ,books
	theoretical	practical	total	

Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill:				
Dealing with anger				
Overcoming personal challenges				
Expressing your anger constructively				
Minimizing defensive reactions in others				
Managing emotionally charged situations				
Defusing an emotional situation while maintaining your composure				
Taking responsibility for your emotions				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software…) form
 *Required quantity for each 16 Trainees