

Competence Assessment

The Board of a Middle East utility company identified the need for a Competence Development programme that would ensure all its supervisors could demonstrate competencies necessary to meet productivity, customer service, cost-effectiveness and workplace safety targets.

Supervisors gained skills and the proactive behaviours to better manage. They identified obstacles to achieving business objectives and developed a toolkit for problem solving and decision making which enabled them to take ownership of results. Progress was monitored and reported monthly to the Board.