



CBLD's COMPETENCY-BASED HUMAN RESOURCE CONSULTANCY SERVICES

Tackle critical organizational challenges
to improve productivity,
competitiveness and staff retention

CBLD's Competency-Based Human Resource Consultancy Services

In every organization, human capital is one of the most important resources. Managing, nurturing and developing it is a fundamental tenet of management. As basic as it sounds, this aspect of management is complex.

Many organizations face one or more of the following challenges when they encounter issues with human capital:

- Job misfits and difficulties in recruiting the right people
- High customer complaints
- High reject and accident rates
- High operating costs
- Lack of standardization and consistency in task performance
- Lack of talents for succession
- Poor quality standards in products and services
- Unclear job roles
- Lack of competent workers
- High staff turnover

The above issues, if not addressed, can affect the productivity of the organization causing it to lose its competitiveness and sustainability.

Solutions to help organizations tackle critical challenges to improve productivity and competitiveness

CBLD has the expertise in helping organizations overcome critical organizational challenges to deliver productivity gains, increase staff retention and improve work performance. We help organizations to effectively translate its corporate vision, mission and values into the desired behaviours that are measurable to meet its business goals and objectives.

CBLD adopts a competency-based approach in its consultancy. Depending on the needs of organizations, the services provided may start with the development of an in-house competency framework and/or career pathing framework by engaging stakeholders in job and task analysis to profile competencies for given job roles. The framework can be used to develop a holistic, totally integrated and highly effective and efficient human resource management system to drive organization to higher productivity and excellence.



Your Objectives & Our Competency-Based HR Solutions

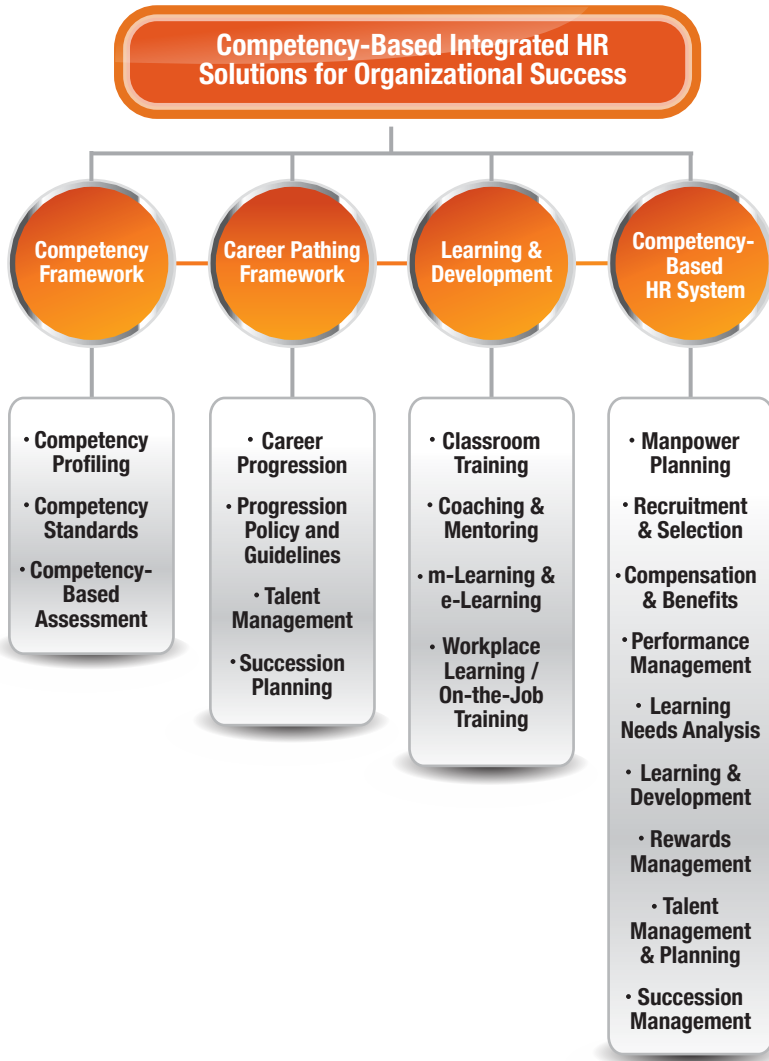
| | Improved Quality Standards & Productivity | Improved Performance | Enhanced Services & Improved Customer Satisfaction | Improved Retention Rate & Staff Satisfaction | Improved Success Rate for Hiring the Right Fit | Increased Number of Competent Leaders & Employees | Improved Internal Systems & Processes | Relevant Training & Development Programs for Employees | Alignment of Organisational Capability to its Needs |
|---|---|----------------------|--|--|--|---|---------------------------------------|--|---|
| Development of in-house competency framework | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of competency standards | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of career pathing framework and guidelines | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of competency-based job descriptions | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of competency-based assessment checklists | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Planning of manpower needs | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of competency-based recruitment and selection system | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of competency-based performance management system | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Conduct of training needs analysis | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of training roadmaps for individual employees and total company training plan | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

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|--|---|----------------------|--|--|--|---|---------------------------------------|--|---|
| Development of competency-based training programs | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of on-the-job training or workplace learning and assessment infrastructure | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of on-the-job training and assessment programs or workplace learning and assessment programs | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of e-learning or m-learning training programs | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of training management system | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Provision of coaching to develop competence | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Development of classroom trainers and/or on-the-job training instructors and assessors | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

What we can do

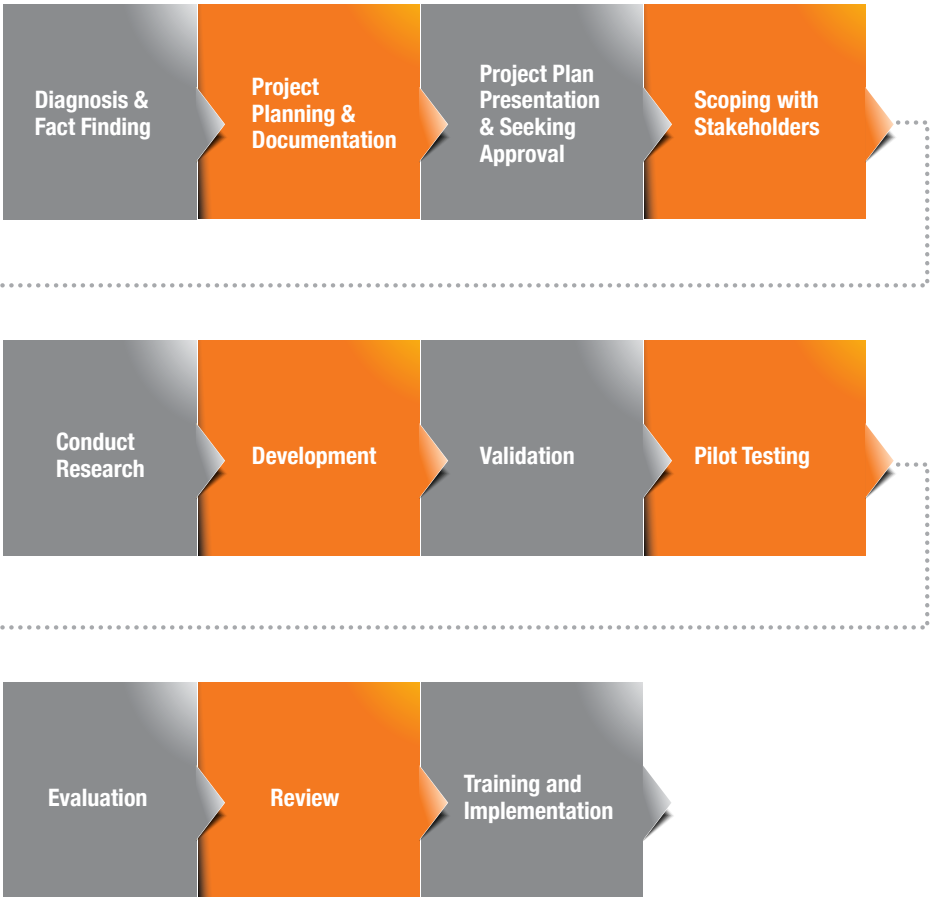
CBLD has the expertise in helping organizations tackle critical challenges to deliver productivity gains, increase staff retention and improve work performance. We help organizations to effectively translate its corporate vision, mission and values into the desired behaviours that are measurable to meet its business goals and objectives. CBLD offers the following services:





Consulting Approach

The CBLD Consulting Approach



Why partner us?

CBLD has built up expertise and track record through years of experience in developing the Singapore Workforce Skills Qualifications (WSQ) professional documents for the Singapore Workforce Development Agency (WDA) and clients from different industries. These professional documents include:

- Industry Competency Frameworks
- Competency Standards
- Workforce Skills Qualifications (WSQ) and Non-WSQ Programs
- WSQ and Non-WSQ On-the-Job Training (OJT) Programs
- WSQ Assessment Plans (composite and modular)

Our CEO and CBLD have worked with the following industries over the last 14 years:

- Aerospace
- Automobile
- Bakery
- Biomedical Science
- Call Centre
- Creative
- Early Childhood Care and Education
- Education
- Eldercare Services
- Electronics
- Entertainment
- Environmental Cleaning
- Finance
- Food & Beverage
- Floral
- Healthcare
- Human Resource
- Insurance (General, Life)
- ICT
- Land Transport (Bus, Taxi)
- Landscaping or Horticulture
- Logistics
- Manufacturing
- Nursing Homes
- Patient Care
- Pest Management
- Petroleum
- Precision Engineering (Machine Tools)
- Real Estate
- Retail
- Security Manpower
- Shipping
- Spa
- Tourism (Accommodation, Attractions, MICE, Travel)
- Training
- Waste Management

Based on the track record, CBLD has the expertise in developing Competency-Based Human Resource System to develop your manpower to its full potential.

CBLD's unique edge as a Consultant and Program Provider

CBLD's unique edge as a consultant and program provider includes:

- Proven track record and expert in development and implementation of Competency Frameworks
- Expert in development and implementation of Competency-Based Human Resource Systems in alignment with Competency Framework
- Expert in setting up and auditing of WSQ and non-WSQ training centers
- Expert in development and implementation of competency-based learning programs, including contextualization of training programs to meet clients' and learners' needs (WSQ and non-WSQ)
- Offer Training Programs that are conducted by experienced adult educators who are industry practitioners and experts
- Offer practical training and job aids (for retention and application of learning at workplace)
- Reputed as Quality Training Provider and Consultant
- Knowledgeable in industry benchmarks and practices at national level
- Utilization of interactive & engaging training methodologies & technological platforms (e.g. using interactive products from SMART Technology & eBeam from Luidia)

With our expertise and track record, CBLD is able to help organisations develop their manpower to their full potential to achieve its goals and objectives.





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