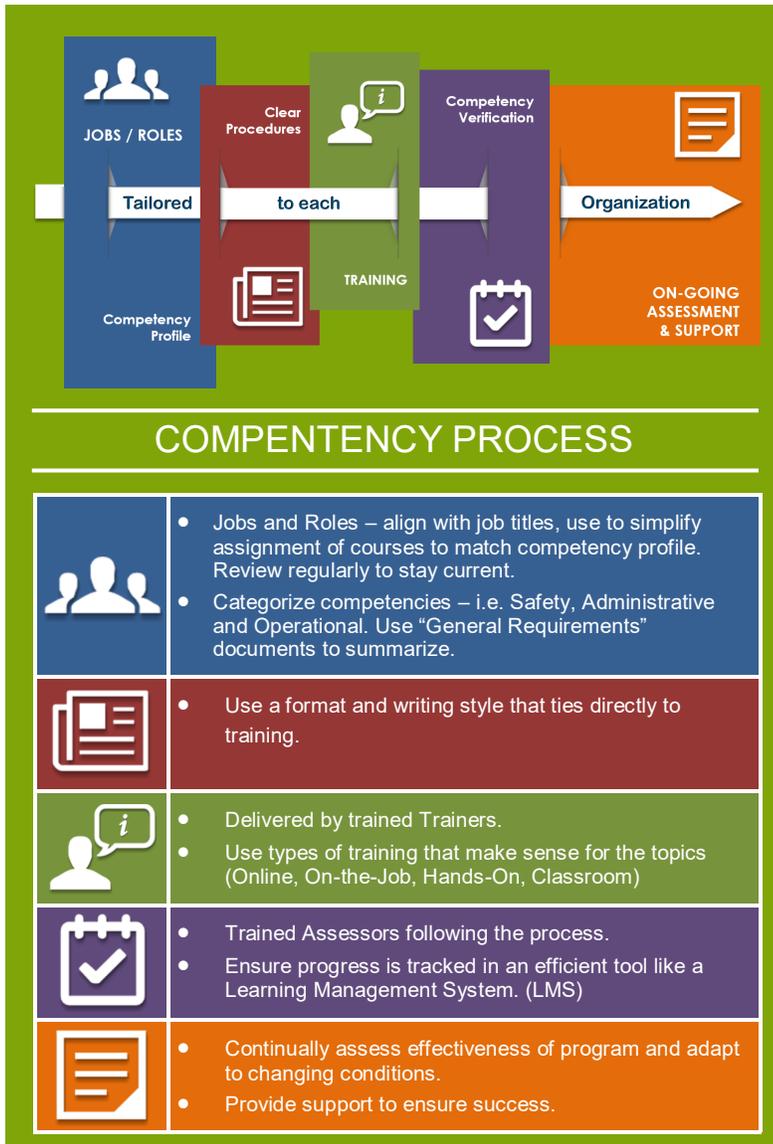


Do you find it challenging to train your people effectively, so they have the **competencies** needed to achieve **business excellence**? The concept of a **Competency Program** is quite simple. The tough part is achieving the organizational engagement and commitment to fully implement and sustain a program. **DETAC** provides **efficient tools and expert assistance** throughout the process along with on-going coaching to sustain and grow your program to achieve results.



3 KEY PRINCIPLES

Keep it Simple

- Apply DETAC’s 4 Step/4 Skill™ training model, combined with our competency process to make it easy for leaders, trainers and front line employees to understand and apply.
- Start small to test the process and refine as necessary to work for your organization.
- Implement in a way that fits with other organizational initiatives and pressures.

Make it Engaging

- Provide training on the 4 Step/4 Skill™ training model to all levels and connect with career growth, development and overall success.
- Involve stakeholders throughout the Competency Process to foster ownership.

Integrate Into Your Business

- Make it a requirement at all levels.
- Consider competency levels when assigning resources.
- Track and report on key performance indicators that connect with competency development (increased employee engagement, reduced incidents, improved operational efficiencies, increased sales and higher customer satisfaction).

WHAT WE CAN DO FOR YOU

- 4 Step/4Skill™ Training (Online/Hands-On Workshops).
- Business Process Simplification (Infographics, streamlined procedures, competency-sign-off).
- Online Learning Development — innovative, cost-effective scenario-based learning customized for your organization.
- Learning Management System (LMS) - organize and track all training requirements for jobs and roles with a full-function, cost-effective system for any size organization.
- Expert coaching throughout the process.