

Session  
W078

## Managing for Effective Practice

### *Essential HPT Competencies*

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## Managing HPT Competencies in a Business Setting



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# HPT Competencies and DLS Staffing

HPT Competency	Executive Consultant*	Senior Consultant	Junior Consultant
1. Focus on Outcomes	✓		
2. Take a Systems View	✓	✓	✓
3. Add Value	✓	✓	
4. Work in Partnership	✓	✓	✓
5. Needs Analysis	✓	✓	
6. Cause Analysis	✓	✓	
7. Design	✓	✓	
8. Development	✓	✓	✓
9. Implementation	✓		
10. Evaluation	✓		

\* With areas of significant specialization  
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# Job Responsibilities



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## Job Interviews

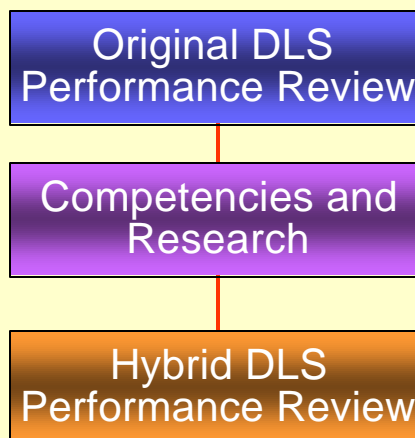
Senior Personnel	Junior Personnel
<ul style="list-style-type: none"><li>▪ Reference review</li><li>▪ Shop talk</li><li>▪ Interview questions</li><li>▪ Performance test with ill-defined problem space</li></ul>	<ul style="list-style-type: none"><li>▪ Interview questions</li><li>▪ Shop talk</li><li>▪ Reference review</li><li>▪ Performance test with well-defined problem space</li></ul>

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## Performance Reviews



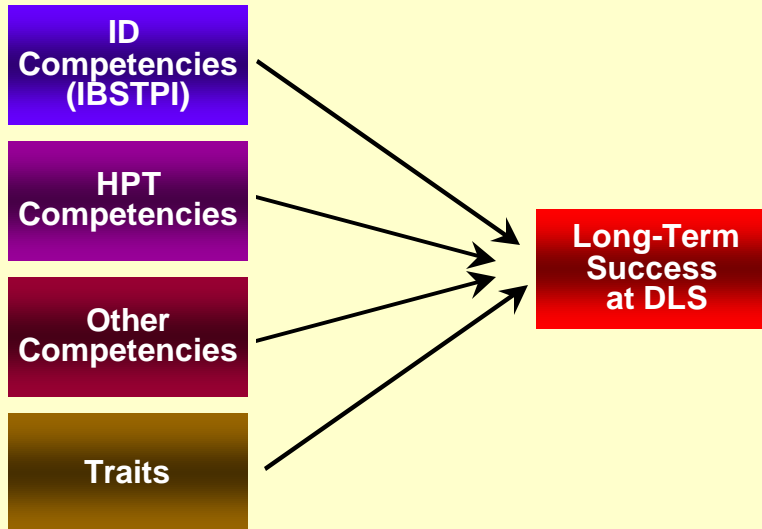
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## True Confessions *Predictors of Long-Term Success at DLS*



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## Summary

- Literature Review of Essential Skills for HPT Practitioners
- A Study of Key Competencies for Performance Improvement Professionals
- Managing HPT Competencies in a Business Setting

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# Thank You!

## Open discussion

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