



*Ministry of cooperatives
Labour and Social Welfare*



*Iran Technical and Vocational
Training Organization*

Deputy of training
Plan and curriculums office

Competency Training standard

Title

Getting Results without Direct Authority

Occupational group Information Technology

International code

2523-53-124-1

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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 whether 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:

Getting Results without Direct Authority

competency description:

Through practice sessions, video simulations and role-playing activities, you acquire the specific skills, behaviors and attitudes necessary to achieve desired results without relying on the use of authority. You also learn to enhance your listening skills to avoid common misunderstandings.

- Apply influence strategies to gain commitment and foster collaboration
- Dynamically adjust your approach to others to gain buy-in
- Achieve goals by enhancing trust and cooperation
- Deal effectively with challenging behaviors to overcome resistance and inertia in others
- Use knowledge and competence to influence others
- Applying the Basic Influence Formula
- Dealing effectively with resistance
- Assessing your political know-how
- Using win-win approaches to persuade others and dovetail outcomes
- Building trusting relationships and rapport
- Listening for multiple points of view

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 : 35 Hours

-Theoretical:12 Hours

-Practical:23 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	<i>Defining Influence</i>
2	<i>The Elements of Influence</i>
3	<i>Building Your Foundation</i>
4	<i>Applying Six Major Influence Strategies</i>
5	<i>Expanding Your Power Base</i>
6	<i>Practicing Exemplary Leadership</i>
7	<i>Dealing with Challenging Behaviors</i>

Training standard
Contents analysis form

Title: <i>Defining Influence</i>	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Identifying the three critical elements Building value with others Working with resistance for positive outcomes				
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: <i>The Elements of Influence</i>	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Five critical factors for influencing others Applying the five factors: capability, perceived value, perceived value realization, perceived cost, perceived risk Using an influence formula to guide your planning Achieving and maintaining commitment Stating your desired results Going beyond compliance Creating collaboration Recognizing manipulation and taking positive action Differentiating manipulation from influence Gaining an agreement you can count on				
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: <i>Building Your Foundation</i>	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Establishing and maintaining trust Creating trust-based relationships Maintaining ethics and integrity Developing rapport Establishing immediate rapport Applying techniques for building rapport Listening for multiple perspectives Building active-listening habits Tuning in rather than tuning out				
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: <i>Applying Six Major Influence Strategies</i>	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Identifying strengths and limitations Leveraging the advantages of each strategy Creating your personal plan Building and expanding your network Negotiating for desired results Thinking strategically Executing the most appropriate strategy Avoiding pitfalls and traps				
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: <i>Expanding Your Power Base</i>	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: The six types of power Referent Information Expert Legitimate Reward Coercive Extending your personal power Developing political intelligence Navigating organizational politics Strengthening working relationships Adapting the way politics work according to cultural norms Identifying and applying political strategies effectively Working with multiple perspectives Transforming resistance and inertia in others Adapting flexibly to influencing situations				
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: <i>Practicing Exemplary Leadership</i>	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Implementing five leadership practices Modeling the way Inspiring a shared vision Challenging the process Enabling others to act Encouraging the heart Developing your personal leadership plan Assessing your leadership profile Strategies for cultivating your leadership skills Influencing a paradigm shift in 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: <i>Dealing with Challenging Behaviors</i>	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Recognizing the interplay of perceptions Managing the six challenging behaviors Overcoming the tendency to take things personally Taking powerful actions Identifying and applying deflection techniques Developing remedies for difficult situations Employing specific strategies for challenging behaviors Converting confrontation into cooperation Overcoming Resistance Recognizing the many forms of resistance Applying the four-step model for agreement				
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