

Competency Framework Design Checklist

Build a compliant, scalable, and people-first HR foundation

This checklist provides a structured, step-by-step approach to building competency frameworks that align with business needs, reduce turnover, and strengthen workforce capability.

Step 1: Identify Critical Roles

- ☐ Which roles have the highest turnover?
- ☐ Which roles create the most risk if done poorly (safety, compliance, customer impact)?
- ☐ Which roles drive the most revenue or client satisfaction?

Step 2: Gather Role Insights

- ☐ Interview at least 1–2 high performers.
- ☐ Interview at least 1 manager or supervisor.
- ☐ Collect feedback on 'must-have' skills for the first 90 days, 6 months, and 1 year.

Step 3: Define Competencies

- ☐ List technical competencies (job-specific skills).
- ☐ List behavioral competencies (communication, teamwork, leadership).
- ☐ Prioritize the top 5–7 that matter most.

Step 4: Set Proficiency Levels

- ☐ Define 'Beginner' – What's acceptable at entry?
- ☐ Define 'Proficient' – What does solid performance look like?
- ☐ Define 'Advanced' – What does mastery look like?

Step 5: Build Measurement Into Training

- ☐ How will you test if employees reach competency (observation, simulation, metrics)?
- ☐ How will you reinforce learning after training (coaching, performance reviews)?
- ☐ How will you link training results to business outcomes (turnover, errors, revenue)?

Bonus Section: Texas Context Check

- ☐ Does this framework address industry-specific risks? (e.g., OSHA in oil & gas, HIPAA in healthcare)
- ☐ Does it reflect cultural and workforce realities in Texas (multilingual communication, field vs. office roles)?
- ☐ Is it scalable for growth across San Antonio, Austin, Houston, and Dallas markets?

Pro Tip:

Start small. Build one framework for one high-impact role. Once you've tested it and seen results, expand to other roles. Trying to design every framework at once is why most organizations stall.

Additional Notes

Need Help Implementing This Checklist?

[Faulkner HR Solutions](#) specializes in helping healthcare employers in San Antonio stay compliant, competitive, and confident. From onboarding audits to full-scale HR compliance reviews, our team ensures you're aligned with state and federal regulations—while building a workplace your team will thrive in.

Contact Faulkner HR Solutions today to schedule a consultation for your custom competency-training design needs.

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