

DEVELOP PRACTITIONERS

WHAT IT IS

Practitioners are those in the organization with specific skills and experience in applying OpEx methods and tools and/or teaching the broader workforce how to apply OpEx.

The size and composition of the team of practitioners is decided through the resource model.

WHY IT'S IMPORTANT

Since the practitioners are in many ways the face of OpEx to the organization, their technical and facilitative capability is essential to the success of OpEx.

They need to demonstrate the technical capability to lead improvement work that will generate tangible results for the business and the facilitative capability to drive a meaningful change process within their sphere of influence.

HOW TO SUCCEED

Define Role-specific Standards & Assessment Criteria

One part of a well-managed employee development process is setting clear expectations on the requirements of the job and the competencies needed for efficacy.

This starts with the job description but also includes establishing core competencies and defining the criteria by which each employee's performance will be assessed.

Engage with Human Resources (HR)

Connect with Human Resources to understand what they have to offer, such as internally developed training programs, partnerships with local colleges and/or adult education institutions, or access to licensed third-party content.

SAMPLE EXECUTION STEPS

- 1 Review job descriptions for all OpEx roles. If updates are required, make them in concert with the appropriate contact in HR and, afterward, review those updates with employees working in those roles.
- 2 Together with HR define a set of standard competency requirements for all OpEx roles and review those competency requirements with employees working in those roles
- 3 Together with HR create or update the standard performance assessment criteria for all OpEx roles and review the criteria with employees working in those roles

SAMPLE ASSESSMENT

- 1 Has the organization reviewed the job descriptions for all OpEx roles for accuracy within the past 12 months?
- 2 Has the organization defined competency requirements for all OpEx roles?
- 3 Has the organization defined standard performance assessment criteria for all OpEx roles?

Ready to start
your assessment?

Yes, give me access to
the interactive version.

Not yet. I'll explore more
content first.