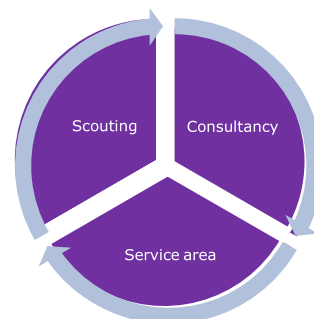


Consultancy Competencies Framework for WOSM Consultants

The following document outlines the Consultancy Competencies Framework. It serves the purpose of developing different aspects of the WOSM Consultants lifecycle - recruitment, induction, training and remote support.

Supporting the implementation of WOSM Services requires a global network of consultants who have not only strong Scout-related experience and knowledge but also a set of general skills and competencies which will allow them to interact meaningfully with National Scout Organisations, facilitate processes and stimulate dialogue with various groups of people at national level. The WOSM Consultants competency framework can be described as having three core areas:

1. **Scouting competencies**, which consultants are expected to already have gained through their previous experience as Scouts;
2. **Service area specific competencies**, which consultants are expected to already have gained through their studies, training and prior experience;
3. **Consultancy competencies**, which consultants will be able to develop during the in-person consultancy training.



Below you will find a brief description of each category of competencies.

WOSM Services Consultancy Core Competencies Framework

AREA	COMPETENCY DESCRIPTION	BEHAVIOURAL INDICATORS
SCOUTING COMPETENCIES	Applies the Fundamentals of Scouting in all undertakings	Uses the Fundamentals in all interactions (Purpose, Promise and Law, Principles, Scout Method)
		Demonstrates ethical behaviour
		Is recognised as a role model within Scouting
		Accepts and applies the WOSM Behaviour Code, Safe from Harm and all other WOSM policies.
	Uses a knowledge of Scouting to facilitate agreed actions	Provides advice and support regarding the scope of Scouting and its functions in NSO
		Encourages success for the specific projects
		Applies and communicates WOSM Vision and Goals for 2023
		Supports NSOs to consider flexible and innovative solutions
		Facilitates the development of an appropriate plan of Action for the NSOs
	Provides high-quality services to the NSOs	Demonstrates ability to deliver consultancy work through WOSM Services
		Contributes towards improving the WOSM services
		Explores customised solutions with NSOs having regard for the context where the NSO operates;
		Develops, collects, supports and uses best practices from NSOs
		Learns from and builds on previous consulting experiences in WOSM
	Promotes growth and youth engagement	Implements the principles of youth engagement in all work considered and undertaken
		Challenges NSOs to plan, engage and monitor the involvement of young people in all work planned and undertaken.
		Challenges members to increase its membership of youth and adults
		Encourages recognition, retention and inclusive practices in all work planned and undertaken

AREA	COMPETENCY DESCRIPTION	BEHAVIOURAL INDICATORS
CONSULTANCY COMPETENCIES	Applies personal attributes for the role	Demonstrates flexibility and adaptability when required
		Maintains objectivity to situations and people
		Displays self-confidence when placed in new or challenging situations
		Maintain the personal development and encourages others
		Manages difficult processes and unclear situations
	Critically evaluates information and uses it	Identifies, assesses and confirms with key stakeholders the needs of their organisation
		Promotes the effective use of data to obtain and compile reports
		Applies Project Management Tools in the service delivery
		Uses strategic thinking skills to identify key issues and requirements
		Applies systemic thinking skills in the service delivery
	Uses consultancy skills creatively	Undertake and enhance risk analysis and mitigation processes regarding the consultancy
		Demonstrates facilitation skills to manage meetings and group processes
		Models relationship building that supports equitable and ongoing collaboration
		Applies change management skills to guide others to achieve successful outcomes
		Shares Influencing skills to assist others gain acceptance of ideas and proposals through interpersonal skills and persuasion.
		Uses effective communication including smart questions to gather information
	Facilitates cultural sensitivity and awareness	Acts according to the principles of diversity and inclusion in all work undertaken
		Demonstrates awareness of the different cultures and people involved in work

AREA	COMPETENCY DESCRIPTION	BEHAVIOURAL INDICATORS
SERVICE COMPETENCIES	Initiates, encourages and leads activities in service area	Demonstrates good understanding of service area and WOSM related activities
		Contributes personally to work in the specialty area to maintain currency and contribute to continuous improvement
		Liaises closely with respective Service teams and/or Work Stream to ensure collaboration and up to date
		Encourages others at all levels of Scouting to undertake projects and share ideas and results relating to the service area
		Initiates specific and innovative ideas for projects and future activities that relate to and impact the specialty area.
	Assists others in service area	Promotes the importance of team work and networking in the service area
		Provides expert advice to others on appropriate sources of further knowledge
		Evaluates and advises what resources are available to assist others in the service area
		Undertakes further personal learning and encourages others, sharing this across networks
		Contributes to creating partnerships locally, regionally and globally in the service area

	Uses agreed technology to promote service area	Is familiar with agreed software and related programs that will be used as a WOSM consultant
		Demonstrates skills in agreed and optional software
		Applies agreed technology to all operational tasks in a timely manner and encourages and supports others to do so
	Promotes the use of suitable tools and resources	Is familiar with resources developed within and external to Scouting that could support the service area
		Works personally to and encourages others to tailor and develop new tools related to the service area
		Promotes the development of resources associated with projects which contribute to resource pool in this area
		Liaises with the Service teams and/or Work Stream regarding resource and tool development
		Evaluates new resources and tools and provides advice

A WOSM Consultant is expected to already hold some of these competencies but will be supported through the mandatory consultancy and service training to meet all the competencies required for the role.