

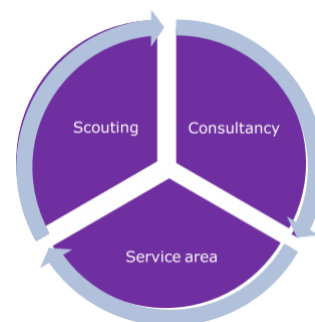
Annex 3: Consultancy Competencies Framework for WOSM Consultants

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 is a brief description of each category of competencies.

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.
	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.
		Undertake and enhance risk analysis and mitigation processes regarding the consultancy.
	Uses consultancy skills creatively	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 teamwork 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.
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	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.