

ROLES OF A PRODUCTIVITY
SPECIALIST

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PRODUCTIVITY SPECIALIST

- Specializes in productivity and quality (P&Q) technologies,
- Promotes & facilitates the installation & transfer of these technologies
- Diagnoses the P & Q improvement concerns in the organization
- Carries out the education and training on P & Q of all employees in the organization

ROLES OF A PRODUCTIVITY SPECIALIST

- Technical Expert on P & Q technologies
- Consultant (Change Agent)
- Trainer
- Promoter/ Facilitator

PRODUCTIVITY SPECIALIST: Some Characteristics

- Has technical expertise on the basic productivity technologies
- Understands the productivity management cycle
- Possesses certain functional competence (e.g. research, training, consulting, info dissemination, project management)
- Familiar with/ knowledge about certain sectors/ sub sectors
- Can work with people at all levels in the organization

CONSULTANT

- Helps the organization or client by providing technical expertise, supplies information. Diagnoses the organization, undertakes a feasibility study, designs a new system, recommends organizational changes & helps implement those recommendations

TRAINER

- In charge of the P & Q education and training of all employees within or in the client organization
- Responsible for the development of a quality workforce imbued with the philosophy of continuous improvement

COMPETENCIES OF THE PRODUCTIVITY SPECIALIST

<u>ROLE</u>	<u>COMPETENCIES</u>
Technical expert on P & Q technologies	<ul style="list-style-type: none">■ Has general management experience & skills■ Understands the nature & dynamics of productivity & quality improvement■ Ability to design & implement organization wide institutional mechanism for productivity movement■ Organizational P & Q diagnosis

COMPETENCIES OF THE PRODUCTIVITY SPECIALIST

<u>ROLE</u>	<u>COMPETENCIES</u>
Consultant on Productivity & Quality Improvement	<ul style="list-style-type: none">■ General management competence & experience■ Understand how an entire organization works■ Understands the nature of productivity, its importance, and link with competitiveness■ Basic consulting skills■ Project Management■ Project Monitoring & Evaluation■ Change Management

COMPETENCIES OF THE PRODUCTIVITY SPECIALIST

<u>ROLE</u>	<u>COMPETENCIES</u>
Consultant on Productivity & Quality Improvement	<ul style="list-style-type: none">■ Negotiation Skills■ Meeting & Presentation Skills■ Team building skills

COMPETENCIES OF THE PRODUCTIVITY SPECIALIST

<u>ROLE</u>	<u>COMPETENCIES</u>
Trainer	<ul style="list-style-type: none">■ Understanding of Adult Learning■ Understanding of P & Q technologies and its applications■ Facilitation Skills■ Presentation Skills■ Needs Assessment■ Course Designing■ Instructional Materials Development

COMPETENCIES OF THE PRODUCTIVITY SPECIALIST

<u>ROLE</u>	<u>COMPETENCIES</u>
Promoter of Productivity Awareness and Culture Building in an Organization	<ul style="list-style-type: none">■ Excellent knowledge of the nature of productivity■ Understands the role & content of organizational culture in enterprise management■ Training & Presentation Skills■ Meeting Management■ Research■ Ability to organize different productivity promotion & recognition events (awards, campaigns, publicity, etc)

COMPETENCIES OF THE PRODUCTIVITY SPECIALIST

<u>ROLE</u>	<u>COMPETENCIES</u>
Promoter of Productivity Awareness and Culture Building in an Organization	<ul style="list-style-type: none">■ Ability to influence bosses, subordinates & peers■ Demonstrates productivity culture through personal behavior