**15th Induction**

**27th July, 2019 @ Public Service Institute of Nigeria, Abuja.**

**COMPETENCE, PERFORMANCE & EXCELLENCE: BUILDING A WORLD CLASS WORKFORCE**

This particular Theme excites me because the words, Competence, Performance and Excellence are the motto of our great Institute. The idea of linking this key words with Building a World Class Workforce is because it is our own simple prescription for getting the job done. Simply put, any workforce that has these three concepts as its core will definitely be world class.

Permit me to make a few basic definitions to help buttress my point:

**COMPETENCE**: Ability of an individual to do a job properly, it is the set of demonstrable characteristics and skills that enable and improve efficiency. Competence=combination of practical and theoretical knowledge, cognitive skills, behavior and values- ***Wikipedia***

**PERFORMANC**E: The accomplishment of a given task measured against preset known standards of accuracy, completeness, cost and speed- ***Business Dictionary***

**EXCELLENCE**: The quality of being outstanding or extremely good- **Wikipedia**

Superiority, brilliance, distinction.

Excellence is a talent or quality which is unusually good and so surpasses ordinary standards. It is also used as a standard of performance as measured e.g through economic indicators-***Wikipedia.***

Unfortunately, these qualities are missing in so many organizations, in individual and systems here in Nigeria. We have chosen incompetence, ineptitude and failure as against Competence, Performance and Excellence.

**How do you know a workforce is world class**

**Attitudes**

1. Talent
2. Passion
3. Attitude
4. Aptitude
5. Fortitude

**Process:** How to create a world class workforce

1. Culture
2. Talent Acquisition
3. Performance
4. Communication
5. Career Management
6. Learning and Development
7. Leadership Development
8. Total Rewards
9. Workforce Planning
10. Engagement

**How to maintain a world Class Workforce**

1. Reward System
2. Environment
3. Career Path
4. Unusual Perks
5. Innovation/Flexibility

**WAY FORWARD**

It will be a great disservice to all, merely to point out the sorry state of affairs as I have done earlier without proferring workable solutions. So here are my suggestions:

1. We need to retrain our workforce to meet the challenges of the current time.
2. Value reorientation: we need to once more begin the process of changing our values and once more celebrate excellence and competence over and above, mediocrity, nepotism and sentiments.
3. Improve reward System: Better pay for better work.
4. Improve Curricular: We need to begin to teach new skills sets and new knowledge in line with the requirement of industry 4.0
5. Enhance Human Capital Development in all ramifications. Human beings must be given priority over all other factors of production in our society. This is the only way we can fight poverty and banish hunger and deprivation in our society plus play catch-up with the rest of the developed world or forever remain where we are soon to be confined to the dust bin of history. God forbid!

Thank you for listening

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