

## **EnergiseLegal case study**

### **Firms/Human Resources/Talent Management**

#### **New competency framework**

##### **The Brief**

- To introduce a new competency framework to improve performance management and inform recruitment and promotions.

##### **Our Role**

- Define the competencies for the firm for all PQE levels.
- Pilot approach with one practice group: private client.
- Interview a sample of fee earners and support staff to understand their roles.
- Create a draft competency framework for fee earners and support staff.
- Sense check draft competency framework in workshops with a) fee earners and b) support staff.

##### **The Result**

- New competency framework used to evaluate staff in new pilot performance reviews.
- Competency framework rolled out across the firm.
- More objective performance management and promotion rounds.
- Increased staff engagement with clearer links between performance and career development.