

CAPABILITY SYSTEMS

NCP & BOTSWANA ASH

Making capability visible across complex operations.

A role-to-capability approach that translated broad operational requirements into clear learning priorities, specific outcomes and review cycles.

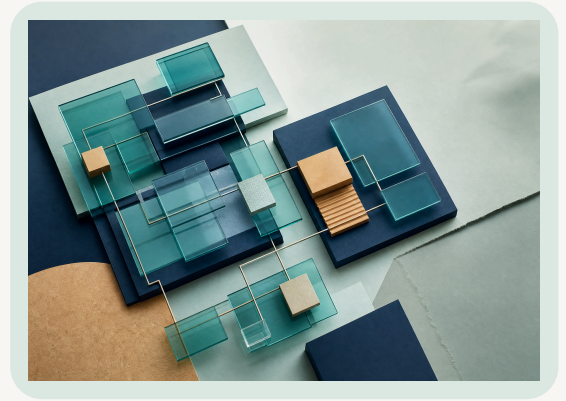
THE BRIEF

Turning complexity into a practical way forward.

When roles span technical, operational and people responsibilities, a generic training catalogue is not enough. The work was to create a shared, usable picture of what each role needed to know, practise and sustain.

RYAN'S ROLE

Lead designer, programme lead, lead facilitator and pilot-phase train-the-trainer lead.



THE APPROACH

01

Start with the work

Mapped role complexity, business functions and real operating requirements before deciding on learning.

02

Make depth explicit

Defined the level of knowledge and practice required for each capability.

03

Build in review

Created a practical structure for prioritisation, curriculum planning and periodic review.

WHAT IT ENABLED

✓ A clearer view of capability needs across roles and functions.

✓ More disciplined decisions about learning priority, depth and investment.

✓ A practical bridge between role requirements, curricula and delivery quality.

REDACTION STANDARD This is an original summary of the method. Original matrices, role data, internal systems and operational detail remain protected.