2. **Technical Capability**
   It is knowledge, skills, and attitude that should be owned by all employees according to their job functions. Technical capabilities are grouped into job functions in Corporate Banking, Retail Banking, and support function.

3. **Leadership Capability**
   It is the skills needed by an employee to carry out leadership function. A good leadership is truly needed to make sure all employees of the company are able to become role models for other people.

**DESIGN FOR HUMAN CAPITAL TRAINING AND DEVELOPMENT**

Human Capital training and development are designed in line with corporate strategy to ensure all programs/activities are efficient, effective, and integrated to improve Bank Mandiri’s performance.

Design components for training and development at Bank Mandiri are as follows:

1. **Learning Budget and Plan**
   The process of making training, development, and budget allocation plans.

2. **Learning Analysis**
   The process of analyzing learning needs based on business needs and organization development.

3. **Learning Design**
   The process of designing education and training curricula based on the results of learning analysis.

4. **Learning Development**
   The process of developing education and training curricula into materials, methodology, as well as evaluations.

5. **Learning Implementation**
   The process of implementing the education and training curricula that have been set in the Learning Design and Learning Development stage.

6. **Learning Evaluation and Research**
   The process of measuring and evaluating the impacts of education and training.

   The foundations in designing such competence training and development are as follow:

1. **Learning Partner**
   Internal and external experts taking parts in training and development program as module writer, trainer, coach, mentor, buddy, and so forth.

2. **Hange Management**
   The process of improving employees’ knowledge, skills and attitudes.

3. **Facility**
   Physical or technological facilities that support training and development program.

4. **Communication, Branding and Marketing**
   The process of making strategies for management, communication, and interaction with internal and external stakeholders in order to maintain public perceptions.