

# **Analyze Competency Gap Design Hybrid Approaches to Build up Positive Performance of Counsellor**

**Jing Gui<sup>1</sup>, Jirawit Yanchinda**

*College of Arts, Media and Technology, Chiang Mai University, China*

## **Abstract**

This study takes the improvement of the competency of counselors in medical schools as the research object, combines the construction of competency model with gap analysis, analyzes the core knowledge, skills and attitude that college counselors must have when completing student management work and providing support and guidance to students, identifies the gaps in counselors' competency, and selects 56 college counselors, 13 stakeholders, 8 experts and 360 medical students from Haiyuan College of Kunming Medical University in China to participate in the study, through systematic literature review, interviews, knowledge review and scale analysis. The competency gap of the research objects is accurately analyzed, and the deficiencies and improvement needs of individual counselors in ability are found. Combining the conclusions of competency gap analysis with pyramid active learning method, an innovative hybrid model of counselor competency training is proposed: competency gap analysis-active pyramid learning method (CG-APL). The specific method is hybrid expert coaching and mentoring system to improve individual active learning awareness and ability. Through longitudinal follow-up surveys and expert evaluations of samples, the effectiveness of this training model in eliminating the competency gap of college counselors and improving work performance is verified.

**Keywords:** active learning; coaching; knowledge retention; learning pyramid; mentoring