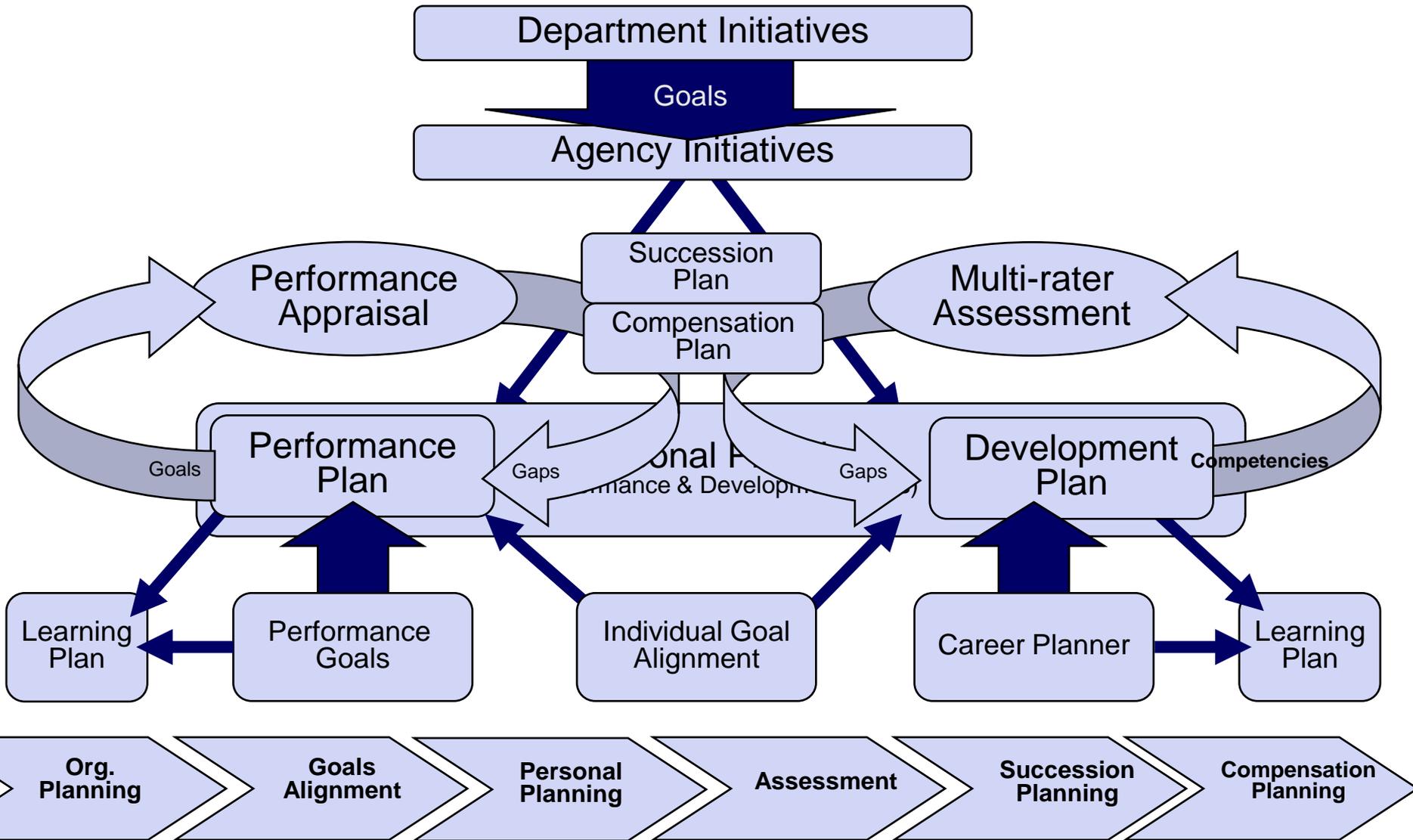


# **Plateau Competency Management and Assessment Overview**

**v 5.8**

# Performance Lifecycle



# Competencies

## Key Features

- ▶ Flexibility for use as behavior, experience, proficiency measures and more
- ▶ Assignable by Job Position, Assignment Profile
- ▶ Building blocks of Performance and Career / Succession
- ▶ Required or Optional in all Modules

# Plateau Competency Management – The Foundation

▶ The Plateau Foundation provides core capabilities available for Plateau Learning and Plateau Performance and Talent Management:

## – Competency Management

- Drives individual and organizational performance by managing and evaluating employee skills, knowledge, abilities and behavior against expected requirements.
- Effectively leverages competencies for the overall benefit of the organization through benchmarking, goal setting and tracking.
- Provides individual mastery level requirements by competency.

# Competency Management – Basic Terms

Competency:	a measurable capability that is required or recommended for effective performance; acquired through training or experience.
Competency Profile:	A group of Competencies; makes it easy to manage the assignment and review of Competencies to large groups of Learners
Rating:	level necessary to be considered adequately competent
Assessment:	level applied to a particular Learner by a rater or recorded automatically upon completion of an Item
Auto Assessment:	assessment is recorded automatically when the associated Learning Event is recorded
Gap:	numerical difference between the required rating and the assessment rating

# Competency Management Process

- ▶ **Create Competencies**
  - Define Roles and Job Positions
  - Identify Critical Competencies (Skills, Knowledge, Abilities, Behaviors)
  - Required Proficiency Levels for each Role
- ▶ **Create Competency Profiles**
  - Group Competencies Together for Easier Administration
- ▶ **Map Competencies to Items**
  - Link Available Training and Learning Interventions (including OJT)
  - Set Related Proficiency Ratings (if desired – not best practice)
- ▶ **Assign Competencies to Employees**
  - Assignment Profiles (user attributes) and Job Positions
  - Direct to Employee

# Competency Management Process

- ▶ Assess and Measure
  - Developmental Purposes
    - Self Assessments
    - 360 Multi-Rater Assessments
  - Performance Purposes
    - Performance Appraisals
    - Performance Goals
  
- ▶ Plan Development Based on Identified Gaps
  - Continue to also focus on strengths
  
- ▶ Plan Career Path Options and Readiness
  - Identify Career Path Options and Requirements
  - Update Development Plan and Take Action
  
- ▶ Close Gaps

# Competency Attributes

- ▶ Competency ID
- ▶ Description
- ▶ Category
- ▶ Type
- ▶ Rating Scale
  - Scales are Reference Values
  - Criteria set for each Competency AND at each level
- ▶ Source
- ▶ Domain

# Plateau Sample Competency: Analytical Thinking

**Competency ID:**  
**Source:**

**CORE\_AT1**  
**Internal**

**Category:**  
**Rating Scale:**

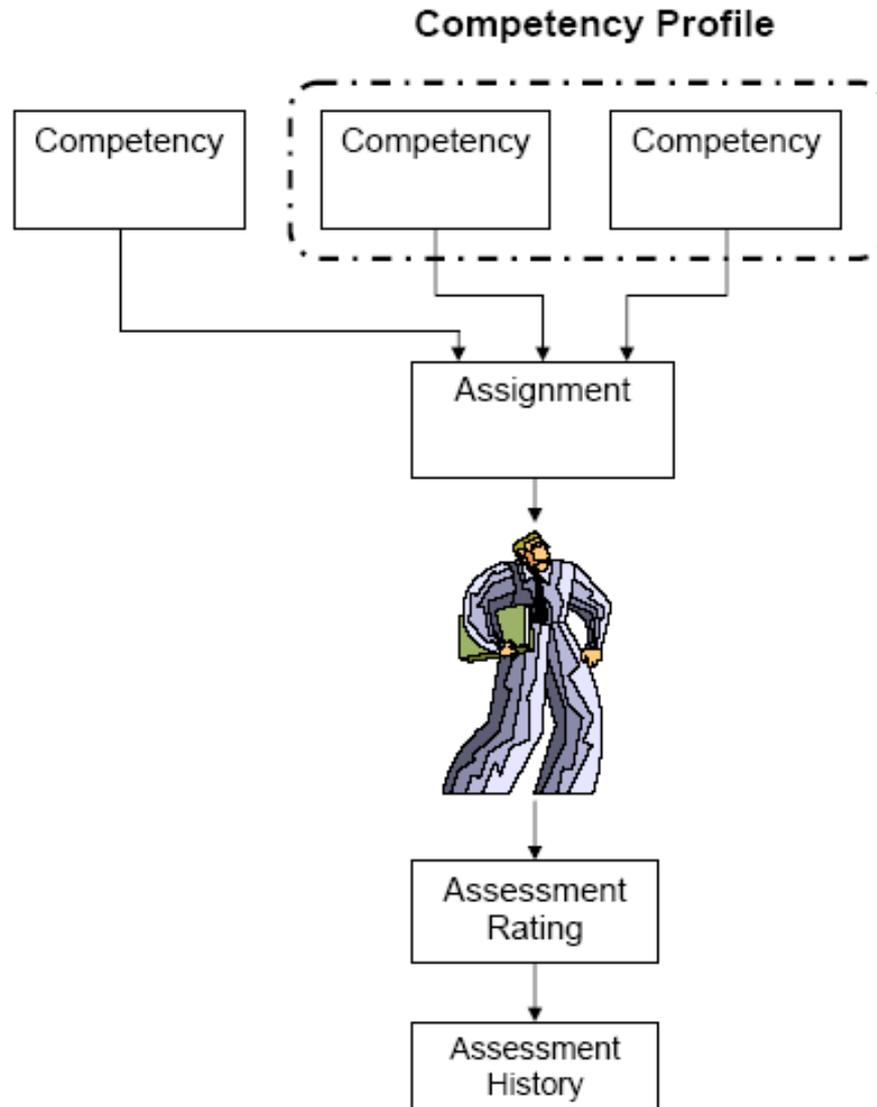
**General**  
**5-Point**

**Description:** Ability to anticipate obstacles, dissect problems systematically, and draw logical conclusions; ability to identify causal relationships and formulate multiple explanations.

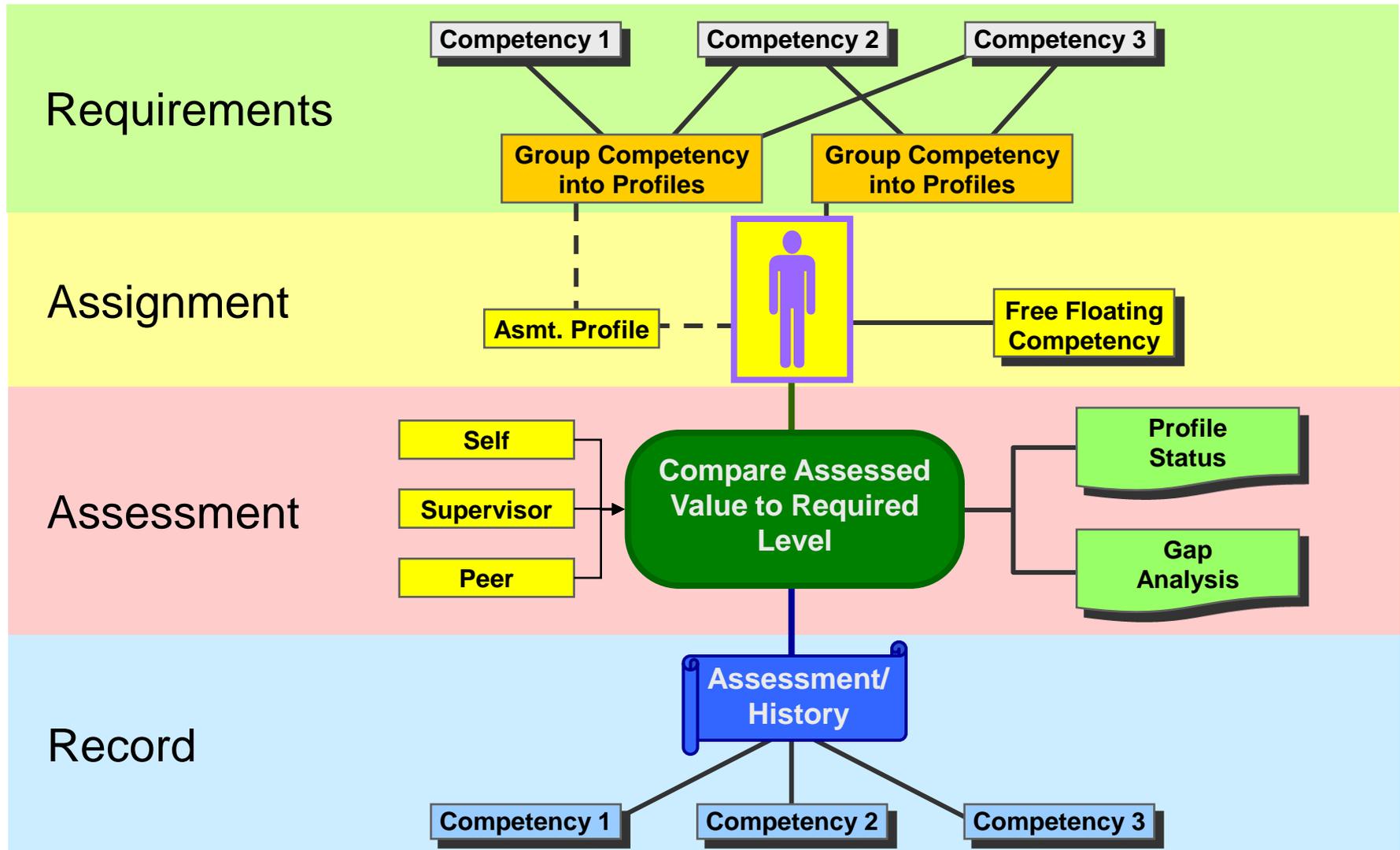
**Rating Scale**

<b>Criteria</b>	
<b>(1) Limited</b>	<ul style="list-style-type: none"> <li>• Demonstrates limited understanding of information sources and analytical concepts and methods</li> <li>• Requires assistance in drawing conclusions from a variety of information sources in performing analyses</li> </ul>
<b>2) Basic</b>	<ul style="list-style-type: none"> <li>• Demonstrates basic understanding of information sources and analytical concepts and methods</li> <li>• Draws basic conclusions from a variety of information sources in performing analyses</li> </ul>
<b>(3) Intermediate</b>	<ul style="list-style-type: none"> <li>• Applies a variety of tools and techniques to satisfy tactical, operational, and strategic analytical requirements</li> <li>• Interfaces with other functional areas concerning general customer requirements</li> </ul>
<b>(4) Advanced</b>	<ul style="list-style-type: none"> <li>• Applies innovative tools and techniques to satisfy tactical, operational, and strategic analytical requirements</li> <li>• Interfaces with numerous other functional areas concerning complex customer requirements</li> </ul>
<b>(5) Expert</b>	<ul style="list-style-type: none"> <li>• Focuses analytical staff (guides others) to achieve a specific goal</li> <li>• Examines current indicators to predict future requirements</li> </ul>

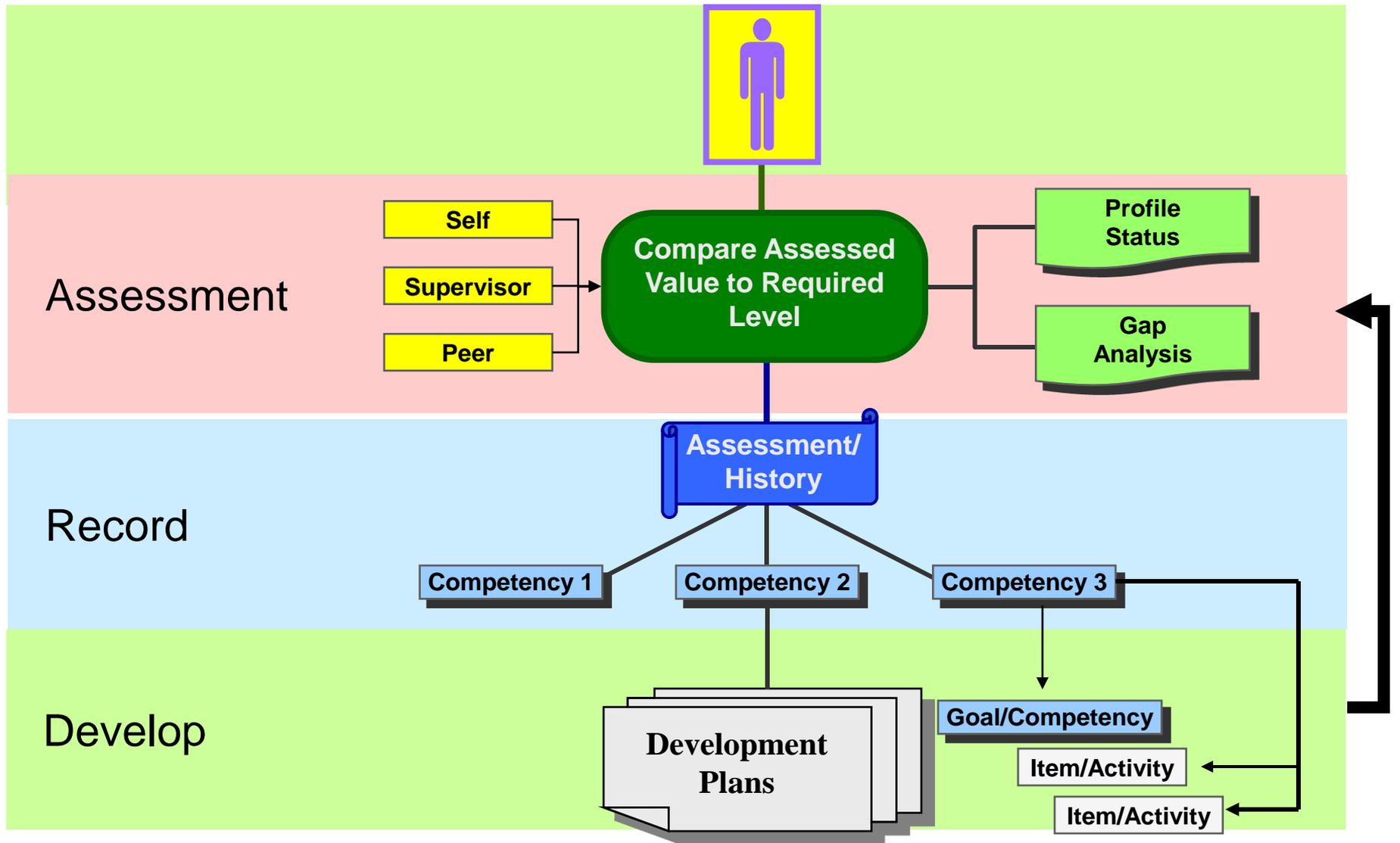
# Plateau Competency Profiles



# Competency Management Process – Conceptual Model



# Competency Management Process – Conceptual Model



# Why Competency Management ?

Competency Management underpins all HR Development, Performance and Talent Management processes

- Performance Appraisals
- Career Planning
- Succession Planning
- Workforce Development
- Workforce Planning