



## Competency Management System

### 1. What is competency management?

Competency management is the procedure of identifying the needed key skills, knowledge, or expertise of employees to achieve the desired performance and then improving these skills to align with the business goals.

### 2. Why is competency management important?

With the fierce competition in the business market, competencies can be an asset that makes a difference and gives any company its competitive edge. Competitors may provide the same goods or services as you do, but competency management helps your business stand out with the quality products and services customers always look for

#### Identify Skills Level

Identifying the key skills necessary for an employee to reach target performance in their specific role

#### Development Plan

Developing and optimizing those skills to best align with the business strategy of an organization

### 3. Benefits of CMS

- Employees have a well-defined set of behaviors required in their work and are clear about how they are expected to perform their jobs.
- Improved Decision Making.
- On job training and self-study employee motivation.
- The appraisal and recruitment systems are fairer and more open.
- Recruiters can assess transferable skills and identify required behaviors regardless of career background.
- There's a link between effective individual inputs to work and organizational performance.
- Processes are measurable and standardized.

#### 4. How it works

- Intalio CMS identifies the strengths and development requirements for an organization to maximize its workforce's current and future potential
- An Individual Development Plan (IDP) will be created based on identified competency gaps, and the gap closure will be linked to accessible Learning Solutions.

#### 5. Outputs of CMS

- Implementing the existing competency and job role framework within an organization in an electronic system (CMS)
- Mapping the existing Learning Solutions (LS) to competency
- Conducting multi-level assessments, in phases, to all employees working in any job roles (Financial, Performance Auditor, IT, etc.)
- Conducting Gap Analysis review and assigning Individual Development Plans (IDPs)
- Provide reporting & analytics to the management on Competency Status, Learning Need Analysis, and Job Compliance for job roles
- Developing a process to manage the CMS, to ensure the sustainability of content, outputs, and interfaces

#### 6. Competency Frameworks

A 'competency framework' is a structure that sets out and defines the competencies required by individuals working in an organization.

| Assessment            | Individual Dev. Plan                     | Reports   | Competency Configuration                 | System Settings       |
|-----------------------|--|---|--|-----------------------|
| ▪ Self Assessment     | ▪ GAPs Identification                    | ▪ Employee Performance<br>▪ Overall Performance (per Job & Business Unit) | ▪ Framework<br>▪ Competency Sets & Types | ▪ Organization Chart  |
| ▪ Assessor Assessment | ▪ Plan Preparation<br>▪ Learning Program | ▪ Gap Analysis<br>▪ Gap Matrix  | ▪ Competencies<br>▪ Competency Items     | ▪ Users               |
| ▪ Verifier Assessment | ▪ Approval Workflow                      | ▪ Top Talent<br>▪ Training Matrix   | ▪ Measurements<br>▪ Assessment Schedules | ▪ Roles & Permissions |

##### CMS

Competency-based performance management system that will make it easier to identify competencies (strengths and development requirements) for an organization to maximize its workforce's current and future potential.

##### Performance Management

Measuring and tracking employee performance and efficiency. It allows ensuring that employees and departments across an organization are working effectively towards achieving the organization's strategic objectives.

##### LMS

Educational courses, training programs, or learning and development programs.

1. Inhouse Training    2. Local Trainings    3. External Trainings

##### Career Development

A career development system helps managers and supervisors in improving and upgrading their skills in order to manage their own career. It helps in discussing productive performance appraisal of employees and planning their promotions.