

# Skills Assessment

## Business Challenge

Like most companies, small and large, the client organisation had a very knowledgeable and experienced staff. However, they were not able to accurately measure that knowledge, leading to issues with:

- **Succession Planning**—experienced team members leaving with unique knowledge and no hand-over plan.
- **People Development**—managers finding it difficult to provide strategic plans to ensure that their people meet both present and future business needs.
- **Employee Motivation**— staff feeling that there is no structure to their development and becoming disenchanted and maybe leaving.

## Solution (illustrated)

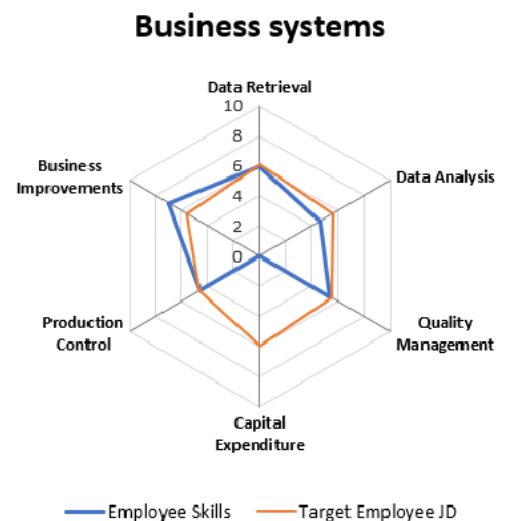
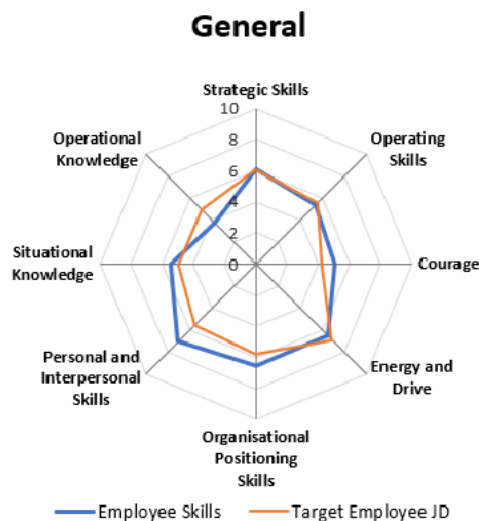
- Bespoke Skills Assessment Tool
- Clear visibility of gaps at team and individual level
- Ability to plan development strategically

## Results

- Customisable tool rolled out across client organisation.
- Workforce more engaged in and aware of their development needs, improved succession and personal development plans.
- Tool demonstrated need to hire aggressively to avoid knowledge loss that would be brought about by the retirement of several employees within 24 months.

## Approach

- **Create a Business Skills Inventory**—What can people know and who knows what?
- **Create Job Descriptions**—Assess the requirements of each role in terms of the skills inventory to develop quantitative job descriptions against which people can be measured.
- **People Assessment**—employees self-assessed (with manager input) against the skills inventory, evaluating each individual's level against the skills in the inventory.
- **Benchmarking**— compare individual people assessments to quantitative job descriptions and identify individual and team gaps.
- **Create plans**—Develop a roadmap for people and teams from current state to a desired future state or job role (e.g. a promotion).



### For more information, please contact: