

AGILE BASED COMPETENCY MANAGEMENT

ABC Management

Output 1 / Activity 4

Article: Different kinds of competency reports

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Date of delivery

October 2015

Project partners



Executive summary

This article introduces five competency reports that are of value for the development of the CAWC method. They are presented according to their content and method used, list exemplary competencies and provide an internet link.

1. What is a competency report?

A competency report gives an overview of how employees/teams/organisations perform relative to a list of defined competencies or criteria which are measured through evaluation forms.

As they provide an accurate link between a person and a job requirement in the workplace, they are used routinely in selection and performance management, all based on the key requirements for a successful job-holder.

2. The 16PF Competency Report by OPP

Content: The 16PF Competency Report delivers information about employee performance and their likely fit on a range of competencies identified as being critical for success in a role.

Method: It is recommended to select the 6-8 most relevant competencies out of the 20 available for each role to generate a tailored report. Two standard interview questions



are presented for all respondents in each competency, followed by more explorative questions that vary according to the respondents' profiles.

These competencies are assessed within a five-tier scale ranging from “poor fit” to “excellent fit”.

Exemplary competencies chosen for a Project Manager Selection Report:

- Intellectual (clear written communication)
- Drive and resilience (coping with pressure, decision-making, planning and organising, reliability)
- Interpersonal (cooperative teamwork, clear oral communication)

Further information can be found under: <https://www.opp.com/en/tools/16PF/16PF-Competency-Report>.

3. Competency List Report by SuccessFactors

Content: The Competency List Report provides a detailed view into a team's performance on specific competencies.

Method: An expected rating for each competency is determined and then compared with the actual score to identify problem areas.

Exemplary team competencies for the Sales Department of a software company are:

- Budgets/cost control
- Communication
- Customer focus
- Job knowledge
- Teamwork, etc.

For further information see:

https://performancemanager4.successfactors.com/doc/roboHelp/20-How_Do_You_Work_With_the_Reports/ph_reports_FAQS.htm

4. Customised Assessment Online by Pearson Assessment

Content: Subject matter experts support the clients through a process of performance competency modelling to obtain a clear understanding of the critical competencies.

Method: Each performance competency has a number of mini case studies created that describe typical situations the participant will encounter in the target role. These mini case studies are randomly distributed throughout the competency assessment and require the participant to determine what action they would take to deal with the situation presented.



An exemplary competency assessment of an employee includes the following competences:

- Customer focus
- Commercial results
- Leadership
- Interpersonal effectiveness
- Decisiveness, etc.

For further information see: <http://www.customisedassessments.com/default.htm>

5. Full Work Competencies Report by Changekey Partnership

Content: This report deals with recruiting and developing staff.

Method: A (future) employee is evaluated with a questionnaire against 130 competencies, which cover most areas of work activity. The report also contains four randomly selected interview questions for each of the competencies. The value to be derived from the information lies in identifying the significant competencies which provide valuable insight into the detailed areas of work activity in which the people investigated will be most successful and effective.

Exemplary competencies to be assessed:

- Applied/practical (adaptable, hard working loyal, etc.)
- Original (curious, flexible, quick to learn, etc.)
- Social/communications (assertive, empathetic, good humour, etc.)
- Managing/leading (attitude to authority, charisma, delegation, etc.)

For further information see: <http://www.changekey.co.uk/sample-competencies-reports.html>

6. Competency Report by D2L Resource Center

Content: This competency report investigates the progress of a team on one or more competencies taught in a course. It enables educators to compare achievements against targets and identify specific areas where learners might be having difficulties.

Method: Data is grouped by competency, learning objective and assessment activity.

Example for the University Department Astronomy, competency to be assessed:

- Planets and their location (description: Demonstrate a robust knowledge of planets and their locations within our solar system.)

For further information see:

<https://documentation.desire2learn.com/en/competencies-reports>