

# AGILE BASED COMPETENCY MANAGEMENT

ABC Management

Output 1 / Activity 4

Article: Result analysis on individual and organization levels

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## Executive summary

This article presents how the analysis of results of a competency assessment in an organisation can be done on individual and organisational levels, which is of value for the development of the CAWC method. The result analysis is displayed for five different competency assessments that have already been introduced in another article.

### 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. Results analysis in the 16PF Competency Report by OPP

The 16PF Competency Report makes measurements on the individual level and contains:

- A graphical summary of the likely fit of the respondent to each of the selected competencies
- Competency-related behaviours that the respondent is likely to demonstrate
- Tailored development tips based on the 16PF factors and the competency fit
- Candidate-specific, competency-based interview questions, to save preparation time and ensure consistency

Exemplary results for the competency “clear written communication”:

- “Mr. Smith is likely to communicate in a straightforward, realistic and concise way, emphasising facts and hard data.
- His style of communication is likely to balance the expression of his individuality with his adherence to the standard ways of creating written documents.
- A reasonably well-thought-through approach to his writing is likely to appeal to Mr. Smith, whilst still making room for spontaneity.”

### **3. Results analysis in the Competency List Report by SuccessFactors**

The Competency List report gives detailed data on an organisational level which include:

- The most common competencies
- The average competency weight and rating
- The gaps in the teams’ competencies

Exemplary results for the competency “budgets/cost control”:

- “The required score for budgets/cost control is 3.47. The actual score for the team is 4.33, which means the team is doing an excellent job controlling their budgets.”

### **4. Results analysis in the Customised Assessment Online by Pearson Assessment**

This report is done on individual level and delivers the following results:

- Competency descriptions and respective results
- Competency development action plan: Two competences to be further developed are to be chosen. Further information has to be provided on objective, action steps, resources (Who can help? Reference material?) and deadline for development of competencies

Exemplary results for the competency “customer focus” that has reached 95%:

- “Anticipates customers (both internal and external) needs, takes ownership of, plus responsibility and accountability for, the level of customer satisfaction by establishing productive relationships, answering customer questions, dealing with customer problems and exceeding customer expectations.”

### **5. Results analysis in the Full Work Competencies Report by Changekey Partnership**

This report presents the individual results in relation to 130 work competencies. The results are displayed within a range from 1 (low) to 10 (high). The score is accompanied by a small piece of text to indicate the likely behaviours which are associated with the results obtained. They provide an indication of the detailed work areas and activities to which they may be suited.

Exemplary results for the competency “hard working” that has reached a score of 4 (out of 10):

- “Tends to be multi-focused and easy going, probably reacting rather than initiating. Focus will vary according to issue.”

## 6. Competency Report by D2L Resource Center

In this report data are grouped on an organisational level by competency, learning objective and assessment activity. They show a summary of progress for each course. The results are presented in graphs as percentual distribution that inform, whether the indicator has been achieved, partly achieved or not achieved.

Exemplary results for the competency “Planets and their location” are:

- 67 % not achieved, 33 % achieved.