

COMPETENCY ALIGNMENT SERVICE™

The success of an organization is based on an effective performance management system that begins by linking a candidate's competencies to the job requirements and aligning them with the review process. It's the foundation for employee success and continued career development.

Mandy Bawa, Vice President of Human Resources, ReloAction

Competencies Drive Performance

It's a fact: organizations with competency-based HR programs financially outperform those without such programs. That's because competencies – the skills, behaviors and knowledge required for job success – drive performance. And that's why our **Performance Impact System** (Performance Impact Enterprise™ and Performance Impact Workplace™) includes an extensive library of essential competencies for appraising and developing employee performance.

Now, with CCHKnowledgePoint's **Competency Alignment Service** (CAS), you can put these same powerful competencies to work throughout the entire employee life cycle.

What is Competency Alignment?

Simply stated, competency alignment means that the competencies in the job description match the competencies in the performance review. But true competency alignment achieves much more than that: each employee is recruited, interviewed, selected, oriented, coached, appraised and developed using a common set of carefully selected competencies.



How Does the Competency Alignment Service Work?

When you sign on for CAS, our experienced consultants work closely with you to design and implement competency-based HR processes for your organization, using our best-selling software solutions: **Performance Impact System** and **Descriptions Now**. You'll learn how to determine which competencies drive performance for each position or job family, then use **Performance Impact System** and **Descriptions Now** to integrate those same competencies into job descriptions, recruitment ads, interview questions, performance reviews and development plans.

The Benefits of Competency Alignment

- The risk of employment-related litigation is minimized with accurate, complete and legally-compliant job descriptions.
- Employees are hired, managed and reviewed on a common standard of competencies linked to job success.
- Selection of new employees is guided by behavioral interview questions tied to required job competencies.
- Employees receive targeted, competency-based coaching and development.
- Your organization implements best practices for creating and maintaining job descriptions.



Competency Alignment in Action

The **Competency Alignment Service** helps you design and implement new competency-based HR processes that may include some or all of the following best practices:

Job Definition

With the **Descriptions Now** step-by-step wizard, you can easily define the required competencies, essential duties, qualifications, skills and physical requirements for each new (or revised) position. The result is a comprehensive, ADA-compliant job description that clearly specifies the competencies required for successful performance.

Hiring

With the **Descriptions Now** Ad Writer, you'll create recruitment ads that specify required competencies, then post the ads to major Internet recruitment sites.

Next, you'll use the **Descriptions Now** Interview Question Generator to create a position-specific interview and selection guide that contains behaviorally-based interview questions related to each competency listed on the job description.

Once you've selected the best candidate for the position, you'll orient new employees using the comprehensive job description, with competencies that set clear performance expectations.

Performance Appraisal

Your HR staff can use **Performance Impact** to create review forms that contain the same competencies listed on the job description. Managers evaluate employees on the competencies they were hired to perform.

Employee Development

Your managers can use **Performance Impact** to create development plans that build performance in the specified competencies. Throughout the year, managers can access **Performance Impact's** competency-linked coaching ideas to improve employee performance.

Services & Deliverables

1. Design & Planning Session. After conducting a needs assessment, your consultant works with you to:

- assess your current job description format and workflows;
- design new job description and competency processes;
- determine **Descriptions Now** customization requirements; and
- identify project tasks and milestones.

2. Competency Alignment Plan. This customized plan document will guide your organization through the entire competency alignment project, providing detailed information on customization, implementation and training.

3. Competency Alignment Workflow. This customized guide outlines your organization's new workflows for selecting competencies; creating, revising and maintaining job descriptions; developing recruitment ads and interview questions; and assigning competencies to review forms and development plans.

4. Administrative Setup & Training. During this session, your HR staff receives training in **Descriptions Now** features and administration.

5. Consultant Review & Support. Your consultant is available to review a selected sample of your newly completed job descriptions, and to provide follow up support for **Descriptions Now** administration and competency alignment questions.

6. Success Audit. Six months after your competency alignment project has been completed, we'll check in with you to assess your progress and advise on any outstanding issues.

Descriptions Now®

Descriptions Now provides a complete solution for managing job descriptions across your organization. A step-by-step wizard guides you through the process of creating legally-compliant job descriptions and competency-based interview questions. **You receive a free copy of Descriptions Now when you sign on for the Competency Alignment Service.**