

COMPETENCY MAPPING

OUR APPROACH

This Competency Map Docket creation process employed an exhaustive and comprehensive data collection, data analysis and model development approach.

The following three data collection methodologies were adopted to arrive at the Competency Map –

Long Interviews were conducted with the key stakeholders including Circle Heads, Channel Heads, Branch Heads and Branch Operations Heads.

Focus Group Discussions were organized with the role holders of the different positions.

Behavioural Event Interviews were exhaustively used with the role holders to map the job related behavioral and technical competencies.

The data collection was spread pan-India to cover the geographically spread role holders. Relevant business documents like Handbooks, KRAs etc. were referred to, while drawing up the Competency Maps.

CLIENT

A leading Bank approached us to create a Competency Map for six different job roles. This Competency Map Docket was to be in accordance with the guidelines and good practices of the organization to support its employees in the assessment and development of their professional capabilities. It was aimed at helping the employees conduct a structured and objective learning and development needs analysis for themselves and their teams. This was created in order to support a deeper understanding and enhancement of their job related competencies, both behavioral and technical.



SOLUTION OVERVIEW

Par Excellence analyzed the data collected and coded the same for the behavioural and technical competencies for each of the six roles. Behavioural Indicators were then identified for each of the technical and behavioural competencies. We extended the scope to provide the definitions for each role and the role activities. Thus we ensured a strong pillar for providing assistance for better understanding of the technical and behavioral competencies for each role in-line with the values of the organization. Taking it a little further, we also suggested a five-point assessment scale to be used to assess the proficiency level of the job incumbents.

The deliverable included Competency Map Docket. The Docket included the following –

- Role Definition
- Role Activities
- Technical and Behavioural Competencies
- Behavioural Indicators for each Competency
- Assessment Scale

BUSINESS BENEFITS

A customized role description was made available for all the six job roles across the organization pan India. This Competency Map Docket served as a critical resource guide to the individuals by providing them a clearer picture on the knowledge, skills, behaviors and attitudes that are recognized and valued in their job roles. This served as a one-point competency guide for the job roles. This competency docket became the base for the role activities. The Docket was used by the individuals, their Managers and the various departments for assessment and development purposes.



“Amazing connection of competency in creating a corresponding organizational direction”



CONTACT US

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