

# Consulting Services

## Adaptable and Practical Competency Management Consulting

Implementing competency management can be challenging. Industry analyst Josh Bersin found that while "86 percent of HR managers believe that competency management is critical to their success... only 15 percent believe that their competencies are well-defined at an enterprise level." With practical guidance from Avilar's competency consultants, you can successfully implement lasting initiatives that directly address your unique workforce challenges.

Avilar consultants have implemented competency management initiatives in organizations of all sizes and industries for decades, from 50 to over 100,000 employees in the private, non-profit and government sectors. Avilar's approach is based on two guiding principles. Every concept and tool we use is:

- ▶ Grounded in best practices of talent management
- ▶ Practical enough for contemporary organizations with limited resources to implement quickly and achieve meaningful results

We don't believe in a one-size-fits-all consulting formula. Instead, Avilar's team of competency management consultants approaches each organization and its unique circumstance as an original project requiring an adaptable and flexible approach.

**"The key to achieving business growth and success is having a workforce with the capacity to continually learn, update their skills, and hone their knowledge in today's rapidly changing environment."**

*ASTD Public Policy Council in "Bridging the Skills Gap"*

*Fall 2006*

### TAKE ACTION

Avilar consultants are not only diverse in their experience of project types, but also their experiences in competency management applications, including:

- Succession Planning
- Targeted Training Initiatives
- Total Quality Management
- Certifications
- M&A Preparation
- Staffing
- Career Development
- Project Team Building
- Performance Management
- Reorganization

### WHAT A PRACTICAL APPROACH MEANS FOR YOU

Avilar consultants pride themselves in being grounded in real-world experience as leading practitioners, not as "lifetime" consultants. Instead of a step-by-step, uniform approach, Avilar consultants realize that your best results are ones based on *your* business, *your* goals, and analysis around *your* organizational objectives. With experience from consulting projects and their own workforce management roles, Avilar consultants will guide you through the right steps while directing you away from the wrong. Avilar consultants will share more than good ideas; they'll share ideas that will have a profound organizational impact.



Realize Your Workforce Potential.

>> Smart. Strategic. Proactive.



## Services Provided

### Competency Project Planning

- Alignment of competency management initiatives to business strategy
- Workshops for competency management project design and strategy
- Internal communication plan design

### Competency Model Development

- Development of skill dictionaries and role profiles
- External research and benchmarking
- Internal surveys, focus groups, interviews and job task analysis

### Project Management and Oversight

- Assistance at any stage in the project, from project plan to comprehensive plan to analysis and application of data
- Benchmarking at stages for feedback and guidance
- Full or part-time consultants available for on-site project management

### Business Analytics

- Identification of skills gaps and learning needs at the individual, work group and organizational levels
- Strategic approach to staffing, learning, career and succession planning
- Support for disaster and pandemic planning

## Services Provided

### Competency Model Development

The foundation of any competency-based approach to workforce development begins by identifying the unique combination of knowledge, skills, abilities and characteristics required for success in your organization. Our consultants are skilled in helping design competency models that will support a number of workforce development strategies. Additionally, consultants are able to validate existing models, integrate existing models into a single model, and do the industry or job-specific research necessary to create a functional model.

### Project Management and Oversight

Avilar consultants can assist with any stage of your competency management project plan, from comprehensive plan creation to the analysis and application of data. Each step is an integral piece in the outcome of your competency management project and Avilar consultants will help ensure that no steps are missed while the project efficiently runs forward. Benefit from a full or part-time consultant in a project manager role at your organization, or benchmark in stages with consultant feedback and guidance.

### Internal Communication Plans

A successful launch of a competency project requires an effective communication plan so your organization's employees and managers understand the goals, requirements and outcomes of the project. Our consultants have experience working with global organizations that face complex issues to align communications plans to the project goals through strategy and materials.

### Learning Plan Creation

Identifying pertinent learning assets to close identified skills gaps is a critical step in taking a competency-based approach to training. Avilar consultants can help inventory, audit, and map your current assets to the skills needs of your organization and identify what new learning assets will be needed. Integrate development plans with performance management initiatives, identify career paths, demonstrate ROI and contain learning program costs by leveraging individual development plans.

### Competency Management Education

Few organizations have internal staff with the extensive expertise needed to launch and manage a successful competency management program. Take a workshop or participate in a training course with Avilar consultants and avoid the expense of the learn-as-you-go approach. Apply decades of experience to your project; with Avilar's practical and adaptable framework, your competency management education will result in a more efficient and grounded project.

### Business Analytics

Avilar consultants are able to transform your competency data into valuable information that executives can use for informed decision-making. Avilar can create reporting portals that display role-based information which can be understood at a glance or drilled into for more detail. Avilar consultants offer decades of experience and insight into analytic results and are perceptive in their application of analysis to organizational decisions.



### WHITE PAPERS, WEBINARS, BEST PRACTICES & ARTICLES

Avilar consultants believe that experience and practicality are the best approach to competency management and in alignment with this belief, continuously share their project experiences. Avilar's website contains competency management information to help build a knowledge foundation in preparation for a competency management project. The white paper and webinar archive are full of best practices shared by Avilar consultants. Avilar's monthly e-newsletter shares Avilar news as well as industry articles that focus on competency management issues. Take advantage of these offerings by visiting [www.avilar.com](http://www.avilar.com).

### ABOUT AVILAR, INC.

Avilar, Inc., The Competency Company, is a leader in web-based competency management and learning solutions for corporations and government organizations. With its Smart, Strategic and Proactive solutions, Avilar offers a competency-based approach to workforce development. Formed in 1997, Avilar was a pioneer with its award-winning WebMentor LMS. In 2007 it continues to be a leading innovator with WebMentor Skills, its web-based competency management solution. As recipient of the "Excellence in E-Learning for Customer Satisfaction" award from Brandon Hall and E-Learning Magazine, and Avilar's ranking as a top "Price-to-Value" provider by Training Magazine, Avilar has built itself on the basis of superior customer service and highly adaptable product design. In addition, Avilar consultants are recognized as industry thought leaders and have decades of experience in implementation and analysis.

### Contact Avilar

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