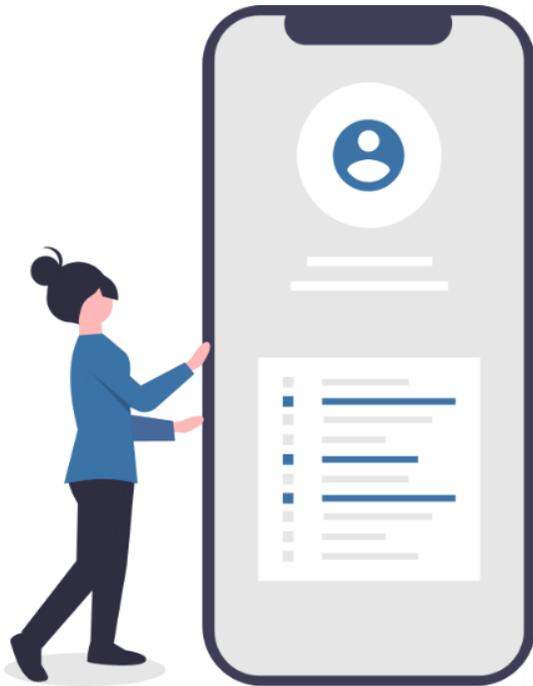




Understanding Competencies in a Job Analysis Platform

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Competencies are crucial puzzle pieces that complete the definition of any job role. While performing a job analysis, it is important to discover the job's competency requirements. But these competencies must come from your organization's unified competency framework, otherwise it gets harder to track and understand your organizational competency requirements and how various job roles relate to each other.

This is why Aidematic's job analysis platform comes with a complete and comprehensive competency management library where you can manage your competencies with your job profiles. This guide will help you to understand how competencies are used in our job analysis platform, provide description for single and multi-level competencies, their features, data model, advantages, and more.



BASIC COMPETENCY TERMINOLOGIES

Let's look at the common terminologies used for a competency and what they mean.

Competency

We usually see variation in how people define competencies. In Aidematic, any enabler which is critical for effective performance of a job is considered a competency, such as:

- Skills
- Knowledge
- Abilities
- Worker attitudes
- Tools
- Equipment, etc.

Example

Competency: Programming

- Skill:** Java programming
- Ability:** Logical thinking
- Knowledge:** OOP concepts



Competency behaviors

It is not enough to define competencies with titles and basic descriptions only. For successful utilization of a competency framework, you need to be able to define a competency in terms of its behaviors.

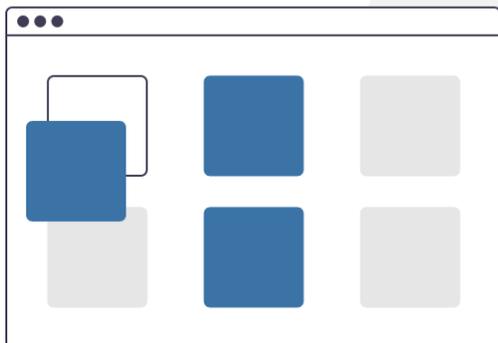
For example, a job role may require an employee to be competent in *Communication* skills, but the employee can be unsure about how exactly would he demonstrate such skills. This is why a list of indicating behaviors can provide that common frame of reference and actionable items that are necessary to understand the competency's true meaning.

Examples behaviors of *Communication* can include:

- Responds appropriately to requests for information and clarifies non-routine matters
- Complicated matters are explained clearly
- Information and messages are conveyed accurately and promptly and content of message is structured logically
- Adjusts the format and language to suit the requirements of different audiences
- Initiates communication and keeps others informed as necessary



Competency groups



Competencies are commonly grouped together to form clusters. Organizations mostly have their own way of creating competency clusters depending on the purpose that they serve. For example, competencies can be grouped as:

- Core competencies
- Technical competencies
- Job-specific competencies
- Leadership competencies, etc.



Competency levels

Competencies can be modeled in a single, generic level or can be segmented in various levels of proficiency. Let's take a look at each of them and their examples.

Single level competencies

In a single level competency, there is no segmentation of behaviors found at different levels and so the competency is defined with its behaviors at a general level.

An example of single level competency data is given below:



Competency: Accountability



Description: Being accountable and passing on accountability for one's own actions and those of colleagues and the organization.

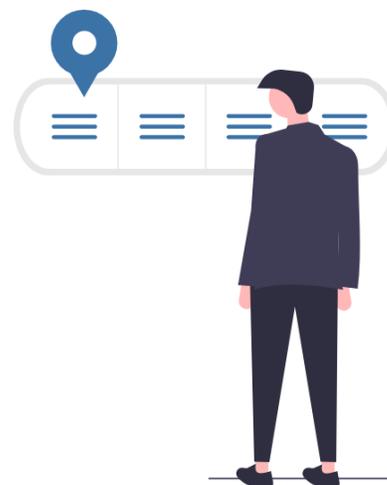


Behaviors: This competency contains following behaviors

- Adheres to deadlines and appointments
- Is transparent when he anticipates problems or errors
- Delivers work on time and as agreed
- Takes responsibility for mistakes

Multi-level competencies

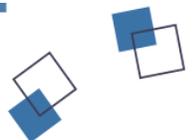
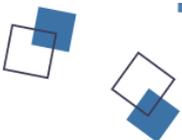
In a multi-level competency, the behaviors are segmented in terms of various progressive levels of proficiency, from entry level to executive level. Multi-level competencies provide you with a more granular and accurate view of your competency requirements for a specific job role. Instead of defining the competency required for a role, you can specifically define the level of competency required.





To understand this better, look at the following example of the competency Communication, that has its list of behaviors defined according to proficiency levels of individual contributor, manager, executive.

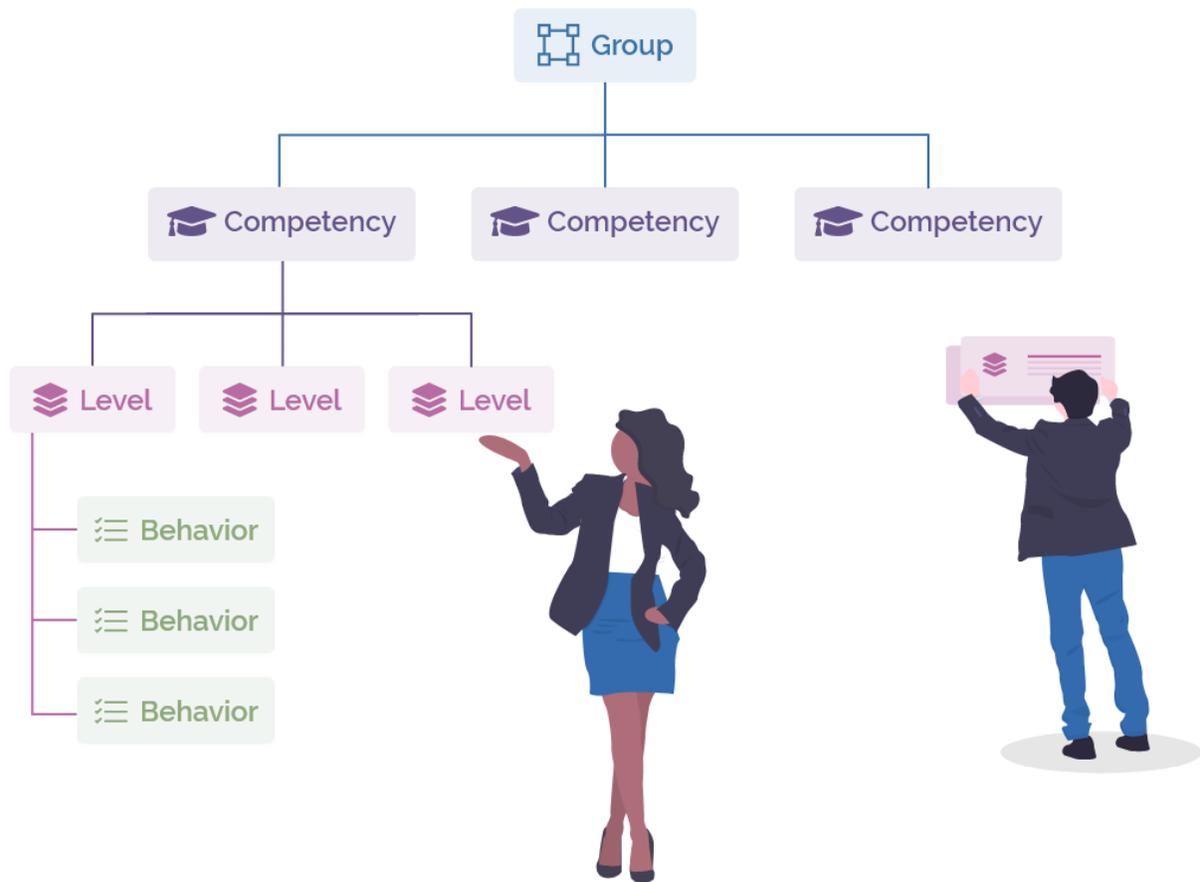
Communication		
Individual Contributor	Manager	Executive
Responds appropriately to requests for information and clarifies non-routine matters	Information is well structured, clear and concise and methods are chosen and tailored to aid understanding and meet the needs of others	Explains complicated matters simply and takes the initiative to keep other people informed
Complicated matters are explained clearly	Takes action to correct any misunderstandings or mistakes	Uses a variety of techniques/formats, selected to suit the needs of others and to aid understanding
Information and messages are conveyed accurately and promptly and content of message is structured logically	Consideration is given to others' needs when choosing how to present the material and checks are made of recipient's understanding	Format of information is adapted to meet the needs of the recipient; understanding is checked and information represented or restructured to correct any mistakes
Adjusts the format and language to suit the requirements of different audiences	Adapts style in response to feedback	Produces grammatical, well expressed, easily understood and interesting text about topics that may be unfamiliar to the reader





COMPETENCY MODEL IN AIDEMATIC

See the below given image to understand the default competency model in Aidematic.



In Aidematic, you can start modeling your competency library by creating competency groups. Once done, you can start building competencies under each relevant group. It is entirely up to you how you choose to name and describe these groups and competencies. By default, following information can be stored in groups and its competencies:

Group

 **Title:** Identify the group with a title

 **Description:** Describe the types of competencies this group contains



Competency



Title: Identify the competency with a title



Description: Briefly describe the meaning of the competency



Group: Define the group this competency belongs to



Levels: Create and define different proficiency levels for this competency



Behaviors: Add and define behaviors to each level created



Media Attachments: Upload and attach digital media files for enhancing competency definition, providing training content, etc.

The image below shows a competency preview in Aidematic:

The screenshot displays the 'Accountability' competency page in the Aidematic platform. The page is titled 'Accountability' with the subtitle 'Core Competencies'. It features a 'Levels and Descriptors' section with three columns: L1 Individual Contributor, L2 Manager, and L3 Executive. Each level has associated behaviors (B1-B5) listed below it. To the right, there is a 'Details' panel with sections for 'Competency Description', 'Competency Group', and 'Competency Levels'.

Level	Behavior	Description
L1 Individual Contributor	B1	Follows through on assignments to ensure successful completion.
	B2	Takes action to complete a task.
	B3	Makes decisions within the scope of their role.
	B4	Is open and honest about work situations – takes responsibility for the goals and outcomes of own work.
L2 Manager	B1	Monitor work progress and adapt when possible in order to meet results.
	B2	Escalates decisions that are outside the role, providing information and insight.
	B3	Makes requirements clear.
	B4	Openly admits mistakes.
	B5	Plans, prioritizes and adapts team work processes based on existing priorities.
L3 Executive	B1	Anticipates obstacles realistically and plans for contingencies – creates plans that factor in time for unexpected problems.
	B2	Prioritizes well and maintains focus in the face of demanding deadlines, expectations, etc.
	B3	Takes decisive and accurate action to deliver value.
	B4	Accept responsibility for outcomes even when elements are not within your control, providing a balanced explanation.
	B5	Consistently raises issues of accountability to senior leaders, offering recommendations for improvement while improving the issue within one's own scope.

Competency Description
The ability to accept responsibility, determine a course of action, and account for one's own action. There is a focus on taking action to achieve goals or standards. It includes taking ownership and focusing on the desired outcomes.

Competency Group
Core Competencies

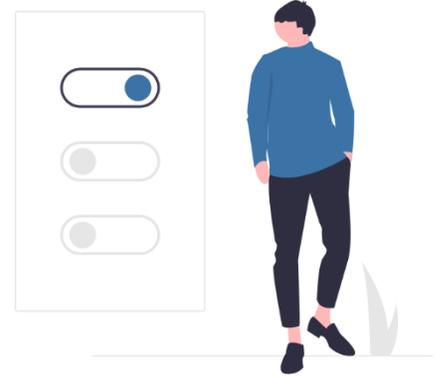
Competency Levels
Level 1 - Individual Contributor
Level 2 - Manager
Level 3 - Executive



Customizing the competency model

We understand that every organization has its own competency model and the model defined above might not be enough for your competency requirements. For this reason, Aidematic offers you [custom fields](#) to extend and customize the default model just as you want.

By using custom fields, you can add various data fields against a group, competency, level or behavior. This doesn't only mean adding competency-specific information, but you can also store some other information related to that competency, such as training material.

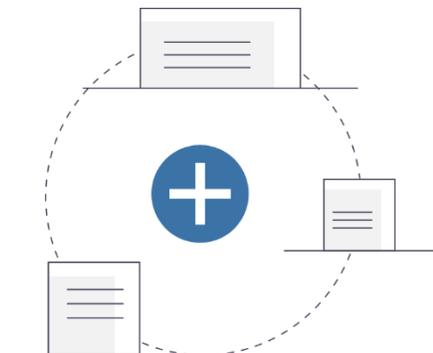


For example, you can add a couple of custom fields to a competency to define its training provider and the URL for training content. This will allow you to enhance your competency information.



IMPORT YOUR OWN COMPETENCY DATA

Competency data is most effective when it is specific to an organization or the industry the organization operates in. For this reason, Aidematic's job analysis platform does not come with built-in competency data. Rather, we empower you to create or import your own competency framework in our platform.



You might be thinking that as your competency model is different than the one explained above, importing your framework in our platform might not be possible. But that is not the case. Our platform can be configured to support mapping of any competency framework out there. Then your competency data can easily be imported using an excel file, or other such format.



INTEGRATE COMPETENCY DATA PROVIDER

Apart from importing your competency data, you can also integrate with any competency data provider in the market. An example competency data provider is [Emsi skills](#). We can provide integration with any other vendor given that they have a REST API or provide competencies in an importable format.

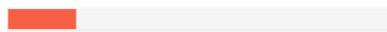
Many challenges can arise while integrating competency data from an external vendor. But Aidematic ensures to provide seamless integration and overcome any challenges that may come up.

Use Case

When integrating with a competency data provider, you may customize the data according to your own requirements. But if the provider chooses to send a release update, your customized data is at the risk of getting compromised. For this reason, our platform ensures that with every new release given by your provider, your competency framework is transformed to accept the changes that they send without actually impacting any data in your system.



USING COMPETENCIES FOR A JOB ANALYSIS PROCESS



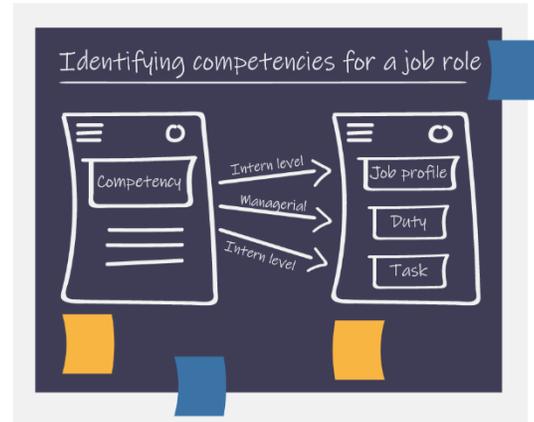
An important part of a job analysis process is identifying the competencies that need to be demonstrated on the job to maximize effective performance. The most useful job profiles are the ones that define the competency requirements as in much detail as the actionable duties and tasks involved in the job.

But job profiles should be based on competencies in a planned, consistent, and standardized manner. This approach is usually known as creating a competency architecture.



A **competency architecture** provides the step by step guide for selecting competencies and its proficiency levels for any job profile. Without a dedicated competency architecture, the purpose and benefits of a central competency library would not be utilized.

During every job analysis session in Aidematic, you can define the competencies for the job role under analysis by attaching specific proficiency levels from your central competency library. These competency levels can be associated with a job profile at a high level, but if you wish to provide a deeper view, you can also attach the competency level to any of the containing duty or task of the job profile.



Whenever the competency details are updated centrally, the changes will be reflected across all job profiles, duties, and tasks where the competency has been used.

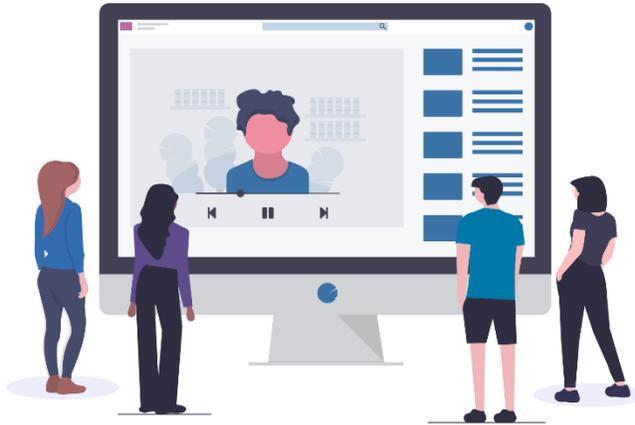
An example of a competency-based job profile is given below:

The screenshot shows the Aidematic software interface for a 'Regional Manager' job profile. The interface is divided into several sections:

- Regional Manager** (Marketing department @aidematic)
- Brainstorming** | **Duties and Tasks** | **Competencies**
- Core Competencies** (4 columns):
 - L1 Accountability** (Individual Contributor): B1 Follows through on assignments to ensure successful completion; B2 Takes action to complete a task; B3 Makes decisions within the scope of role and makes requirements clear; B4 Is open and honest about work situations - takes responsibility for the goals and outcomes of own work.
 - L2 Flexibility** (Managerial level): B1 Works creatively within standard procedures to fit a specific situation; B2 Prioritizes actions effectively in order to respond to numerous, diverse challenges and demands; B3 Changes one's approach as required to achieve intended outcomes; B4 Changes the overall plan and implements new practices for a specific area when original approach and assumptions are no longer valid.
 - L1 Results Oriented** (Individual Contributor): B1 Sets up procedures to ensure high quality of work; B2 Verifies information; B3 Has a sense of urgency about getting work completed and looks for and seizes opportunities to do more or to do thing better.
 - L3 Critical Thinking** (Experienced Professional level): B1 Uses several analytical or creative techniques to break apart complex problems into component problems or; B2 Draws on complex learned concepts when examining patterns or trends and recognizes underlying issues/ implications of decisions or courses of; B3 Responds to situations at face value; B4 Breaks problems into simple lists, tasks or activities without assigning values or priorities; B5 Able to overcome minor obstacles and suggest actions to make a decision without having all the information; B6 Creates new concepts that are not.
- Leadership Competencies** (+)
- Job-Specific Competencies** (+)
- Accountability** (A) (Experienced Professional level):
 - Competency Details**: Description: Accountability is the ability to accept responsibility, determine a course of action, and account for one's own action. There is a focus on taking action to achieve goals or standards. It includes taking ownership and focusing on the desired outcomes; setting challenging goals; improving current modes of operation; developing new-value added solutions; responding to changing direction.
 - Group**: Core Competencies
 - Level**: Individual Contributor
 - Media Attachments**: Business Services (image/png), Auto & Transport (video/mp4), Education & Children (audio/mp3), How to be manager (document/pdf), Figuring it out (video/mp4).



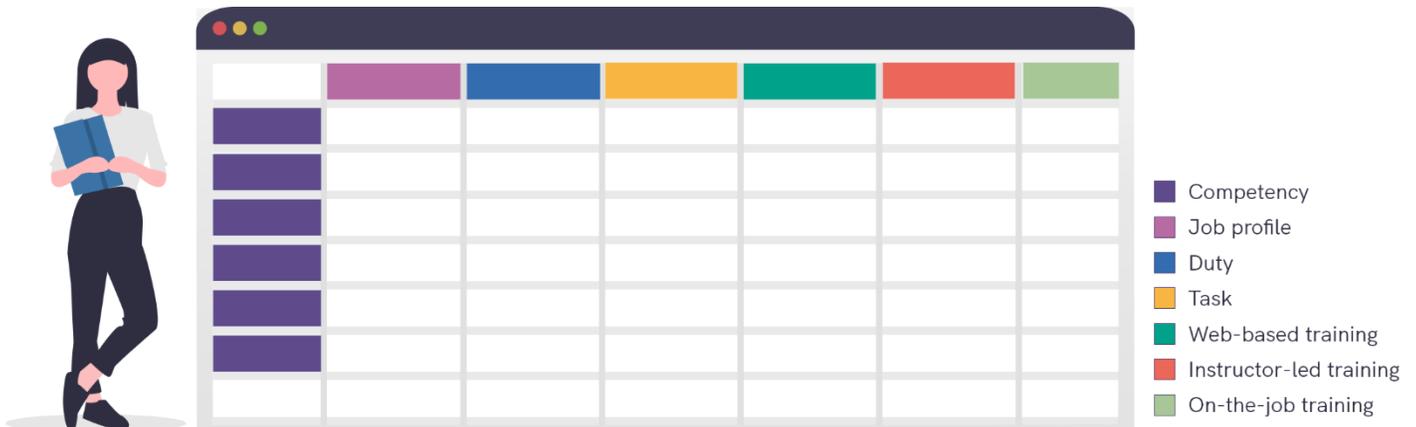
MANAGE YOUR DIGITAL TRAININGS AGAINST A COMPETENCY



Many organizations prefer to include their training data within a competency's details to manage it all centrally. For this purpose, Aidematic allows you to upload and attach your digital media content to a competency or its level. This way you can provide easy and simple demonstrative videos and how-to content to teach concrete and measurable skills to your employees or students.

GENERATE CROSS-REFERENCE REPORTS

As the same competencies are used across multiple job roles, duties and tasks, it is helpful to have a report that displays a list of all resources in the system where a competency is being used. For this purpose, each competency in Aidematic comes with a comprehensive dashboard that shows such cross reference matrix reports where all job profiles, duties, and tasks attached to a competency are shown.





Apart from this, you can also export these reports for an entire group of competencies, that will show you where each competency within that group is used.

Conversely, you can export the report for all competencies that are used in a job profile or its duty or task.

This cross-reference matrix is widely used by organizations and community colleges to create training and curriculum maps as it connects your job and competency requirements with training content.



CHOOSING A SINGLE OR MULTI-LEVEL COMPETENCY FRAMEWORK

Which framework to choose?

By now, you may be wondering whether multi-level competency framework is the right choice for you. Even though multi-levels provide you with a finer control over your competency data, it is not necessary for everyone to use a detailed competency model.

If you simply want to see whether a job role requires a competency or not, then single level competencies may be enough for you. But if you want to know the exact level of proficiency and behavioral indicators that must be demonstrated to effectively perform the job, then multi-level competencies will facilitate you more.



You can choose either model in Aidematic. If your competency does not have multiple levels, then we allow you to attach the competency directly to the job profile, duty, or task.



If you have any questions about which competency architecture suits your use case better, you can [drop us a message](#) and we will help you navigate through your requirements and identify the best choice.

You can also [book a free software demonstration](#) and trial account of our job analysis platform to take a deeper look at all the amazing tools it offers to digitize your job analysis journey!

Aidematic is a digital job analysis platform that offers all the tools required to perform an effective analysis of a job role. Say goodbye to doing job analysis manually and keeping important information in scattered documents and spreadsheets.

With Aidematic, you get to experience the power of having an integrated platform that facilitates you through different stages of your job analysis process. From scheduling workshops, brainstorming ideas, digital storyboarding, to central competency management, designing and running surveys, and playing back digital media files, our job analysis platform is perfectly equipped for all your job analysis needs.



Interested to know more?



Check out these helpful links:

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-  [Request a free trial](#)
-  [Visit our website](#)
-  [Read our documentation](#)
-  [Gain insights from our blog](#)