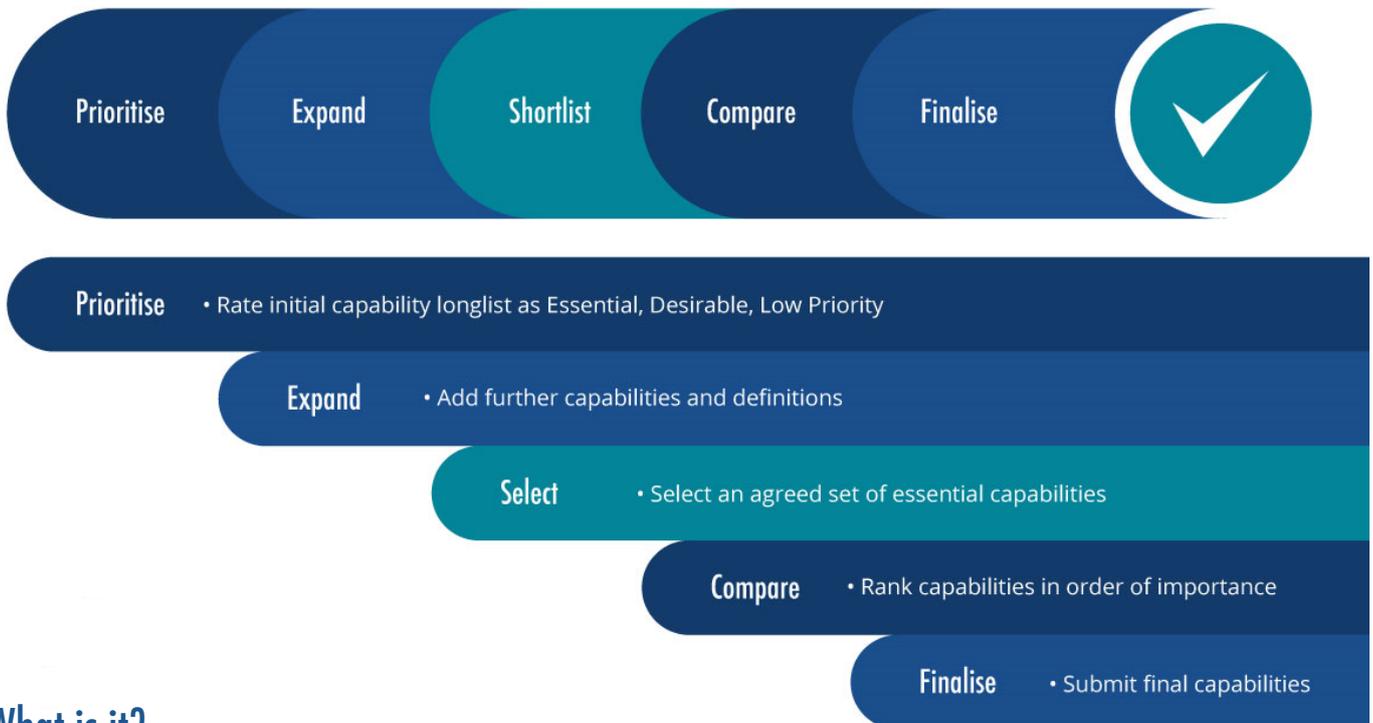**Capability**

UNDERSTANDING COMPETENCIES: Clarify capabilities & engage with staff to define behaviours for successful performance

Overview

The Capability tool gives you a structured process to rapidly define essential capabilities and behaviours that are relevant to your organisation:

What is it?

- A cloud-based application which enables key stakeholders to identify specific capabilities for a role or generic capabilities for a team
- Capability identification takes around 30 minutes, and you can involve as many stakeholders as you like
- Your chance to select and combine Capability Headings and Definitions from our extensive database or your own competency framework
- Used by your HR team and our expert consultants to build supporting statements of behaviour that underpin the capability framework
- A systematic, proven approach that informs HR processes from recruitment & induction, through staff performance to career development

MEASURE - UNDERSTAND - IMPROVE

How it works

The module uses a simple, online step-by-step process to gather broad information on priorities before narrowing down on what is most relevant to your organisation. You then get the benefit of expert analysis to give the results further depth.

A typical capability process is undertaken collectively by your primary stakeholders, with final decisions being taken by your senior leadership team. We are on hand to offer advice and clarity at any stage of the process:

PRIORITISE: Select from an extensive list of common capabilities, classifying them as essential, desirable or low-priority.

EXPAND: Add any missing capabilities you want to be included in the list.

SELECT: Agree on a final set of capabilities that reflects the twelve most essential.

COMPARE: Compare those final twelve with each other to produce an overall rank-order.

FINALISE: Review the results, receive expert guidance/advice and finalise the capability profiles.

Robust content & process

The process is robust and delivered via the cloud – this means that you can rapidly engage leaders, managers, staff, technical-experts or any other stakeholders. They can then contribute to the process of building the organisation's capability framework quickly and easily by providing their perspectives on relative priorities

Step 1 - Classify Capabilities
• Please consider each capability listed below and indicate whether you think it is essential, desirable or low   priority.
• Place the mouse on the icon to view the capability definition

Capability	Essential to achieve the purpose	Desirable but not essential	Low priority or not required
Analytical Thinking	○	○	○
Attention to Detail	○	○	○
Business Know-How	○	○	○
Communication	○	○	○
Conflict Handling	○	○	○
Customer Focus	○	○	○
Decision Making	○	○	○
Developing People	○	○	○
Empathy	○	○	○
Empowering Others	○	○	○
Entrepreneurial Thinking	○	○	○

The capability model included is well-defined, using headings and definitions to present the content. These can be replaced or supplemented with your own competencies if required. The process is statistically-based using priority-ranking, forced-pair comparisons and free-text input.

Configurable and flexible

The process allows your capability framework to be defined as you go along, opening the process to perspectives and input from people outside your usual HR or Organisational Development teams.

These perspectives then give useful insight into the wording and phrases used by people working across your organisation. This is essential when defining a framework that is relevant for everyone.

Step 2 - Add Capabilities

To add other ESSENTIAL capabilities to the list please enter the capability name and definition.

Capability	Definition
Technical Proficiency	Detailed technical knowledge and skill needed for this role.
Commerciality	Understanding all the financial implications of our decision making

Key Outputs

The use of the tool is scalable, depending on the size of your organisation. The information that the tool gathers is invariably used (either by your internal teams or our own expert consultants) to support the further definition of behaviours for competency or capability frameworks.

- **Consensus analysis** between groups determines whether there are any core organisational requirements
- Key differences between groups informs role or team-specific capabilities
- **Definitions are fine-tuned** using the results from the database and expert analysis
- **Team workshops** can be used to discuss or approve the final framework

Capability	Judges' Score				Average
	Judge1	Judge2	Judge3	Judge4	
Decision Making	15	10	13	2	10
Self Motivation & Commitment	-	12	12	18	10
Integrity & Ethics	-	16	20	-	9
Conflict Handling	-	-	13	22	8
Customer Focus	14	20	-	-	8
Leadership	-	18	14	-	8
Planning & Organising	7	4	14	-	6
Communication	-	14	11	-	6
Problem Solving	12	-	-	10	5
Team working	22	-	-	-	5
Technical Know-How	20	-	-	-	5
Tenacity	-	-	-	17	4

Transcend
Shaping a culture to excel

Key Benefits

- ✓ **Comprehensive** capabilities database that has been extensively researched and contains capabilities covering all disciplines

- ✓ **Staff and manager involvement** means that managers can easily seek input from their team members before ultimately making decisions for themselves

- ✓ **Easy access** using cloud-based delivery means that globally dispersed teams can benefit from its functionality

- ✓ **Lowers costs** by quickly establishing role capabilities and virtually eliminating the need for traditional HR consultancy when building competency frameworks

Measure
Identify key capabilities required for a group, team or role

Understand
Generate a clear picture of the type of staff you are trying to attract, develop & retain

Improve
Advice & action plans to support training and organisational change

WITH TRANSCEND, YOU CAN IMPROVE PERFORMANCE DURING TIMES OF CHANGE. OUR BLEND OF TOOLS AND SERVICES HELP YOU UNDERSTAND AND SHAPE AN EFFECTIVE TEAM CULTURE.

Services

Solutions

- Customer Research & Insight
- Staff Capability & Engagement
- Transformation & Culture Change
- HR Process Review & Improvement
- Leadership Development & 360 Feedback
- Performance & Talent Management

Tools

FOR MORE INFORMATION, PLEASE CONTACT US:

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