



Presented by

NonVerbals 

Consulting

 **Assess**[®] Systems

Assess Certification Seminar

Aligning People Strategy with Business Strategy

August, 2010

www.nonverbals.com

Bangalore, India

Overview

In recent years, many companies have used the concepts of competencies and competency models to define the broad behavioural capabilities necessary to achieve the behavioural objectives that will guide the activities of people in the organisation. Others have used concepts such as success factors or human capital strategies to describe critical abilities and attributes desired in employees to give the organisation a workforce that will be able to achieve strategic goals.

These concepts and others focus Human Resource processes on the most important capabilities and provide a global framework for defining desired behaviours and the knowledge, skills and other attributes necessary for achieving these behavioural goals. If they are well developed, competency models will capture not only the business strategy but also the critical elements of the corporate culture and values.



The biggest obstacle in the popularisation of competency models is efficiency, both in the development and in the implementation of models. Often companies avoid undertaking competency modelling because they perceive the effort required to be too great: “It will take too many people, too much time and too much money to develop.” The second major obstacle occurs at implementation. Finding a way to quickly and efficiently link selection tools (e.g., assessments and interviews) or development tools (assessment, 360 feedback, developmental resources, etc.) to competency models is a challenge that many organisations face.

As a part of this workshop, you will:

- ▶ Gain an in-depth knowledge of the Assess suite of tools and how to apply them to different selection and development situations.
- ▶ Learn the Strategic Success Modelling process and the ASSESS library of competencies.
- ▶ Experience the SSM competency-modelling process via a role-play exercise.
- ▶ Learn how to customise and utilise competency-based assessments for employee selection and development through our ASSESS Expert System.
- ▶ Engage in discussions with industry experts and other HR professionals regarding common organisational challenges and how to best communicate and implement competencies within your organisation.

Understanding these obstacles, Assess Systems has developed a cost-effective and efficient “top down” approach to competency modelling called Strategic Success Modelling, or SSM. Using this approach, competency models can be developed in days or weeks rather than months. Once they are developed, competency-based selection and development assessment processes are immediately available for hiring new employees and developing current employees using our competency based ASSESS Expert System.

The Assess Certification is designed specifically for internal and external HR consultants to leverage our tools, materials, and other resources to design and deliver high quality development programs to your clients. We will focus on our proven approach to utilizing the business strategy of the organization and competency-based assessment feedback to select and develop individuals at all levels in the organization -- individual contributors, managers, or managers of managers.

Certification Agenda

This program is offered by Assess Systems (a Bigby Havis company), which is a consulting company with an international presence providing state-of-the-art selection and development tools to premier organisations worldwide.

The seminar will be held over a two full day period.

Day 1 > 10:00 AM to 6:00 PM

Agenda

- Overview of Competencies
- ASSESS Personality History and Measures
- ASSESS Selection Applications
- ASSESS Development Applications

On Day 1, we will train participants to conduct Strategic Success Modelling in an organisation, how to facilitate a group of subject-matter-experts through the process and will discuss practical issues that face participants in developing competencies in their organisation. This portion of the workshop also includes exercises and case studies on making adaptations to the SSM process and linking existing models to the ASSESS library to best meet organisational needs.

Continuing on Day 2 we discuss the assessment components of the ASSESS system and delve deeper into what these tools measure. Participants will learn through practise how to integrate existing competency models into selection applications.

Day 2 > 9:00 AM to 6:00 PM

Agenda

- Strategic Success Modelling Simulation
- Implementation Plans and Challenges

On Day 2, we will address the background and general issues of competency/success modelling and its application for selection and development of professionals and managers in the workplace. Using the library of 38 success factors (competencies) and

the Strategic Success Model Builder software, participants will learn how to develop a custom Success Model for a specific job.

Audience

This program is designed for occupational psychologists and contemporary Human Resource professionals interested in learning how to efficiently develop quality competency models and integrate them into selection and development tools. It is also appropriate for those who already have existing competency models and are looking for strategies, resources and tools to integrate the model into their HR processes.

Educational Objectives

Participants will learn how to provide selection and development assessment services to individuals and organisations using the ASSESS Expert System. They will learn to:

- Develop high quality custom competency models through a targeted and efficient software aided process.
- Tailor competencies to best fit the goals and culture of the organisation.
- Integrate new competency models or existing competency models into HR practises.
- Utilise competency-based selection reports and structured interviews to facilitate hiring candidates who have the potential to display important job competencies.
- Utilise competency-based development reports and 360 degree feedback reports to help current employees target strengths and gaps in relation to important job competencies.

2010 Dates & Locations

9th - 10th

August

Bangalore, India

12th - 13th

August

Bangalore, India

Agenda Details - Day 1

9:30 – 10:00 am	Registration & Coffee/Tea	
10:00 – 10:30 am	Welcome, Introductions and Training Agenda	
ASSESS Introduction		
10:30 – 10:45 am	Overview of Competencies	Lecture
10:45 – 11:15 am	ASSESS Overview	Lecture
11:15 – 11:30 am	<i>Break – Coffee/Tea</i>	
Measure Success		
11:30 – 12:30 pm	ASSESS History and ASSESS Measures	Lecture/Practise
12:30 – 1:30 pm	Lunch	
Hire the Best		
1:30 – 2:00 pm	Name that Candidate	Practise
2:00 – 2:15 pm	Overview of Selection Applications and Tour the ASSESS Selection Report	Lecture
2:15 – 3:15 pm	ASSESS Selection Practise	Group Discussion/Practise
3:15 – 3:30 pm	<i>Break – Coffee/Tea</i>	
Develop Excellence		
3:30 – 3:45 pm	Overview of Development Applications and Tour of ASSESS Development and 360 Reports	Lecture
3:45 – 4:45 pm	ASSESS Development Practise	Group Discussion/Practise
4:45 – 5:00 pm	Development Practise - FAQs	Group Discussion/Practise
5:00 – 5:30 pm	ASSESS Summary Reports	Lecture
5:30 – 6:00 pm	Questions and Answers	Discussion

Agenda Details - Day 2

8:30 – 9:00 am	Tea/Coffee, Questions and Answers	Discussion
Define Success		
9:00 – 9:15 am	SSM Simulation Set-up	Group Exercise/ Demo
9:15 - 10:00 am	Building a Custom Competency Model Using the SSM Process – Job Discussion	Group Exercise/ Demo
10:00 - 10:15 am Break – Coffee/Tea		
10:15 – 11:15 am	Building a Competency Model Using the SSM Process – Selecting Competencies (Sort 1 & 2)	Group Exercise/ Demo
11:15 – 11:45 am	Building a Competency Model Using the SSM Process – Finalising Competencies (Sort 3)	Group Exercise/ Demo
11:45 – 12:30 pm	SSM Process - Verifying Competency Model Against Job Outcomes	Group Exercise/ Demo
12:30 – 1:30 pm Lunch		
1:30 – 1:45 pm	SSM Process - Refining the Model	Group Exercise/ Demo
1:45 – 2:15 pm	SSM Process -Creating a Competency-based, Behavioural Interview	Group Exercise/ Demo
2:15 – 2:45 pm	SSM Simulation - Wrap up	Demonstration
2:45 – 3:00 pm Break – Coffee/Tea		
3:00 – 3:30 pm	Train-the-Trainer – Overview of the SSM, General Approach Workshop Logistics, Participant Selection	Lecture/Discussion
3:30 – 4:00 pm	Competency Library Practise	Practise
4:00 – 5:00 am	SSM Alternative Approaches - Linking Existing Models Exercise	Group Discussion/Practise
5:00 – 5:30 pm	Implementing ASSESS and SSM in Your Organisation – Challenges and Ideas	Group Discussion/Practise
5:30 – 6:00 pm	Questions and Answers and Wrap-Up	Discussion

About the Venue

The training will be held in Bangalore. The final location will be determined shortly.

Presenters

Sarah Glass

Is a Vice President of Consulting Services for Assess Systems. Ms. Glass has over 15 years of experience in consulting with companies in the areas of developing competency models and selection procedures, validating selection assessments, designing development programs and providing one-on-one and workshop-based developmental programs.

She is currently part of the Assess Systems team that is adapting assessment tools for use in the international marketplace and leads the team in the East. She is directly involved in projects in Indonesia and Korea. She earned her MA in Clinical/Counseling Psychology from Southern Methodist University in 1995 and her BA in Psychology from the same university. She is a licensed Psychological Associate in the State of Texas.

Nila Sinha

Holds a doctorate in Industrial / Organizational Psychology from Florida International University and is a Manager of Consulting Services with Assess Systems. Dr. Sinha has over 10 years of experiences consulting with companies.

Her areas of specialization include: construction of competency-based hiring and development programs, psychological assessment, test validation and employee development. She has worked with a diversity of clients and industries in the design and validation of customized selection systems and leadership development programs. She is currently part of the Assess Systems team that is adapting assessment tools for use in the international marketplace. She is directly involved in projects in China, Indonesia, and Korea.

About Assess Systems

Assess Systems is the international presence of the U.S. based organisational (occupational) psychology firm of Bigby, Havis & Associates (BHA). We are an international company providing state-of-the-art selection and development solutions to client companies worldwide.

Over the last 25 years, we have developed and diversified a broad range of products, services and organisational consulting with an emphasis on measurement and assessment and have expanded into an international company with a world-wide presence. In 2001, we made a commitment to develop a global business and began forming relationships with international partners who share our emphasis on quality and value to the customer. We currently have partners in over 25 countries located in South America, North America, Asia, and Europe and have on-going research studies in these areas including cultural translation, local norming and criterion-related validation.

Our philosophy is that Human Resource processes should clearly and directly support the strategic objectives of the organisation. Our approach is to provide rapidly-tailored, web-facilitated tools and processes to meet the client's needs more quickly and effectively than a traditional consulting firm and to support these with targeted, cost-effective training, consulting and services. We train HR consultants and HR professionals world-wide to help them provide best-in-class solutions to their clients.

Our leaders are organisational (occupational) psychologists. They and all our organisational psychologists are members of the American Psychological Association and are licenced by the State of Texas. We subscribe to the professional practise codes of the American Psychological Association, the Society for Industrial Organizational Psychologists, the Texas State Board of Psychologists and the US Federal Uniform Guidelines on Employee Selection Procedures.

Commercials:

Rs. 45,000 per delegate + 10.30% Service Tax.

Cheque / Demand Draft paid in the name of “Nonverbals Consulting” payable at Bangalore.

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