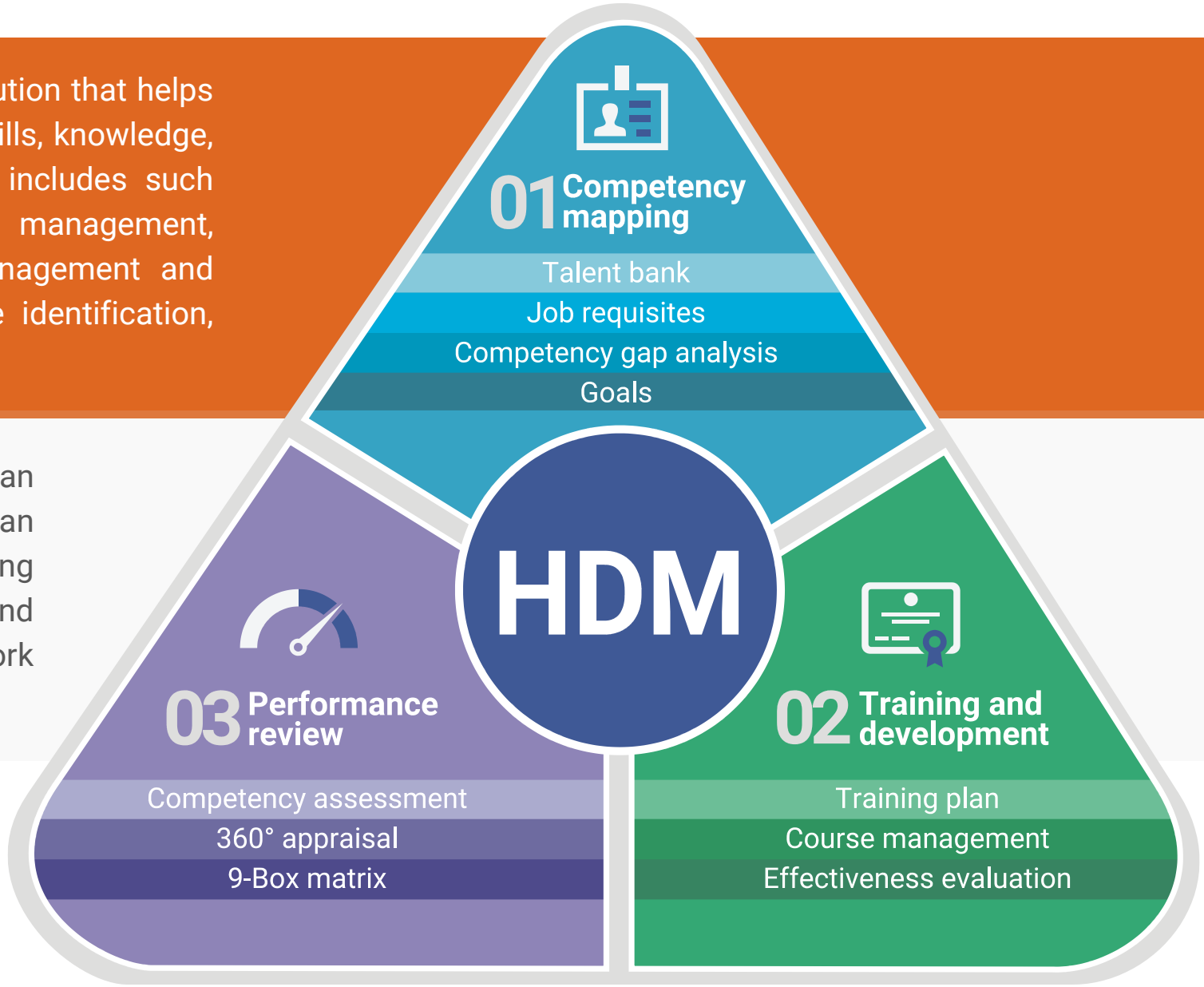
3 Key Practices to Improve Talent Management

Soft Expert®
Software for Performance Excellence

Human Development Management (HDM) is a solution that helps employees develop personal and organizational skills, knowledge, and abilities. Human Development Management includes such opportunities as employee training, course management, employee career development, performance management and development, succession planning, key employee identification, and organization development.

In the race to gather the best resources and gain an edge on the competition, every aspect of Human Development Management is focused on developing a superior workforce so that the organization and individual employees can accomplish their work goals in service to customers.



Get ready to improve talent management with 3 key elements!

Ready? Set... GO!

01 Competency mapping

The first key element is competency mapping. Competency mapping is a process of identifying key competencies for a particular position in an organization, and then using them for job evaluation, recruitment, training and development, performance management, succession planning, etc. The competency framework serves as the bedrock for all HR applications. As a result of competency mapping, all HR processes, like talent induction, management development, appraisals and training, yield much better results.

Every well managed organization should have well-defined roles and a list of competencies required to perform each role effectively. Competency mapping analyzes individual behavior to gain a better understanding, helping to improve individual career growth.

Appropriate use of competency mapping will result in enhanced talent management, the best definition of job requirements, a complete analysis of competency gaps and a clear definition of goals related to a company's competencies.

Talent bank

In businesses where people make all the difference, nothing could be more important than talent management. Attracting great people is the first step, but you also need a talent strategy to attract the right people and then engage, develop and maintain talented professionals at your organization.

Job requirements

Decoding strategy and identifying business and organization requirements is key to determining job requirements.

Job requirements are “must have” items in a given discipline or after a certain number of years of supervisory experience.

Competency gap analysis

The competency gap analysis helps to refine and define skills the organization needs, now and in the future. This analysis also lets employees know what critical skills they will need to grow.

One collateral benefit is improvement in recruiting efforts when current employees do not have the skills or interest.

Goals

Integrating competencies within the performance management process supports the provision of feedback to employees not only on “what” they have accomplished (i.e., performance goals), but also on “how” the work was performed, using competencies for providing feedback.

Assessing competencies as a part of performance management is an important means of assisting employees in understanding performance expectations and enhancing competencies.

02 Training and development

The second key element, **training and development,** presents a prime opportunity to expand the knowledge base for all employees. Training and career development are vital at any company or organization whose aim is progress. Training simply refers to the process of acquiring the essential skills required for a certain job. It targets specific goals, such as understanding a process and operating a certain machine or system.

Training allows employees to acquire new skills, sharpen existing ones, perform better, increase productivity and be better leaders. Since a company is the sum total of what employees achieve individually, organizations should do everything in their power to ensure that employees perform at their peak.

Establishing a complete training plan for the organization in addition to detailed course management will certainly augment positive results in the effectiveness evaluation and increase the organization's knowledge.

Training plan

In the time-to-market quest, the competitive advantage has shifted from the product cycle to the knowledge cycle for most organizations. Now is the time to use knowledge management to enhance training plan quality. Training is very important for organizations to increase the capabilities of human capital.

Course management

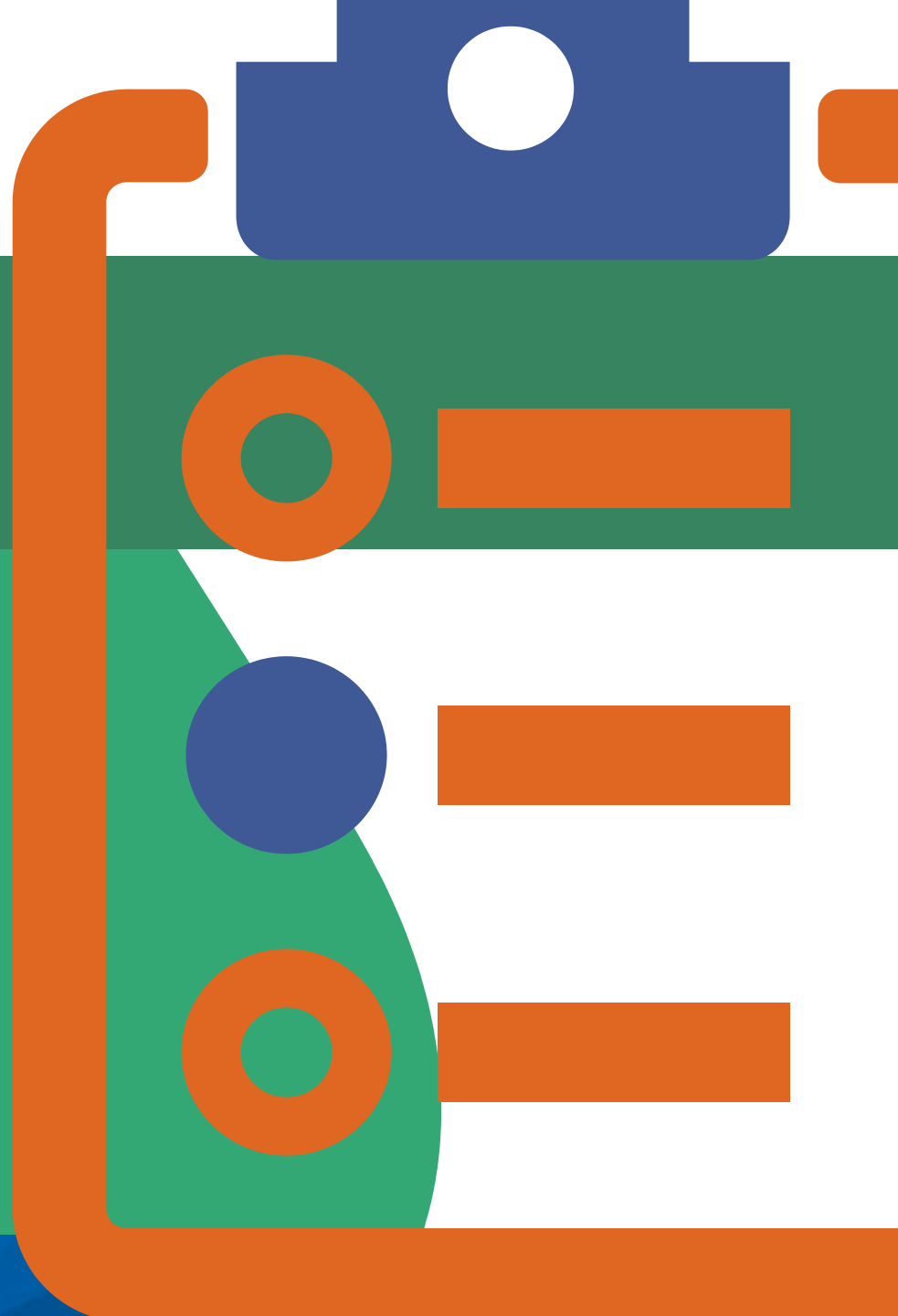
Course management helps managers and instructors with the development, delivery and measurement of ongoing employee training while assuring that training is advancing at the required rate and level of proficiency.

Course management dramatically increases the efficiency of the entire course booking and management process.

Effectiveness evaluation

In this global marketplace, it is essential to maintain a competitive advantage through the workforce. Each year many millions of dollars are spent around the world on training and courses. It would seem reasonable to establish just how effective training/courses are, if only to help justify their budget.

Training/course intervention has to be designed to meet the needs of the organization by satisfying competence development requirements for individuals and groups. By achieving this goal and gathering positive results in effectiveness evaluations , organizations have a rational and justifiable case for training/courses and are able to prove that this investment really does deliver tangible benefits.

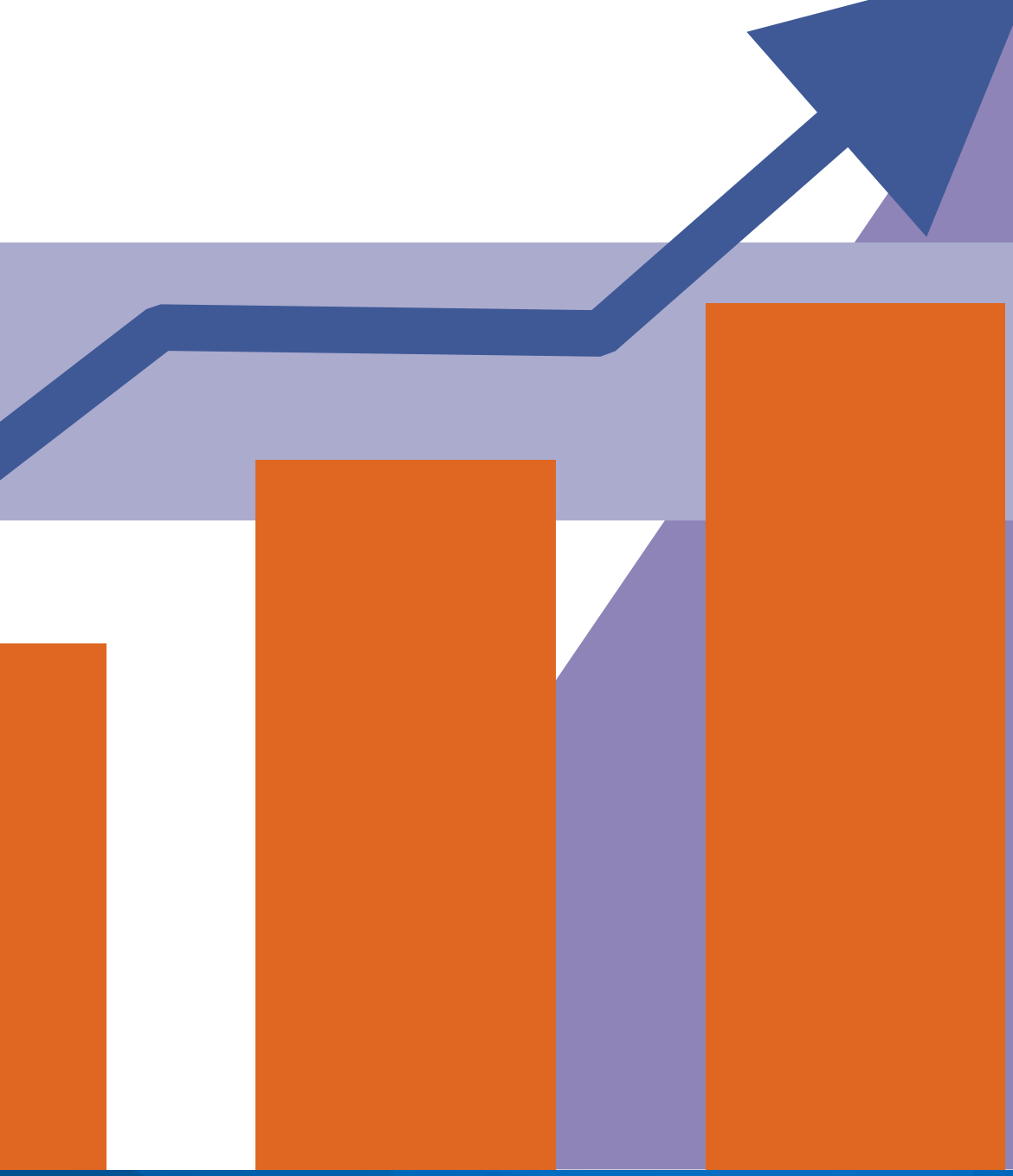


03 Performance review

The third key element, **performance review** (or performance appraisal) is a process for individual employees and those concerned with their performance to discuss their performance and development, as well as the support they need in their role. It is used to both assess recent performance and focus on future objectives, opportunities and resources needed.

Finding and keeping good staff is a challenge for most businesses. Conducting performance reviews is an effective way to recognize and reward staff contributions, which can help you retain the expertise you need and minimize your business's staff turnover and recruiting costs.

A good competency assessment framework combined with 360° appraisals will provide more holistic performance feedback on employees and the leadership team from peers, direct reports, customers and partners. The results could be graphically displayed in a 9-box matrix, enhancing the organization’s talent management.



Competency assessment

Competency assessment is an ongoing process of continually building knowledge and skills. Organizations are much more dynamic now and competency assessment addresses the need to stay ahead of the curve.

The organization will benefit from increased productivity and profitability by ensuring employees have the capability to meet their objectives.

360° appraisal

The 360° appraisal process collects data from multiple perspectives rather than from just the direct supervisor, like with traditional methods. The process is customer-focused and defines customers as outside the company and as in-company, such as a person in another department with whom the manager interacts frequently. When implemented properly, the process delivers direct, honest feedback to the manager. By reviewing the perceptions of others, managers are able to more clearly perceive the effect their behaviors and attitudes have on others.

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9-Box matrix

The performance and potential matrix, commonly referred to as the “9-Box matrix,” is a simple yet effective tool used to assess talent within organizations. It assesses individuals on two dimensions – their past performance and their future potential.

The 9-Box matrix is one of the most widely used tools in succession planning and development. It can be a valuable tool for anyone who works in talent management or for any manager.

Now that you already know the 3 key practices to improve talent management, learn also about the best solution to help you to implement and manage these practices in your organization.

HDM

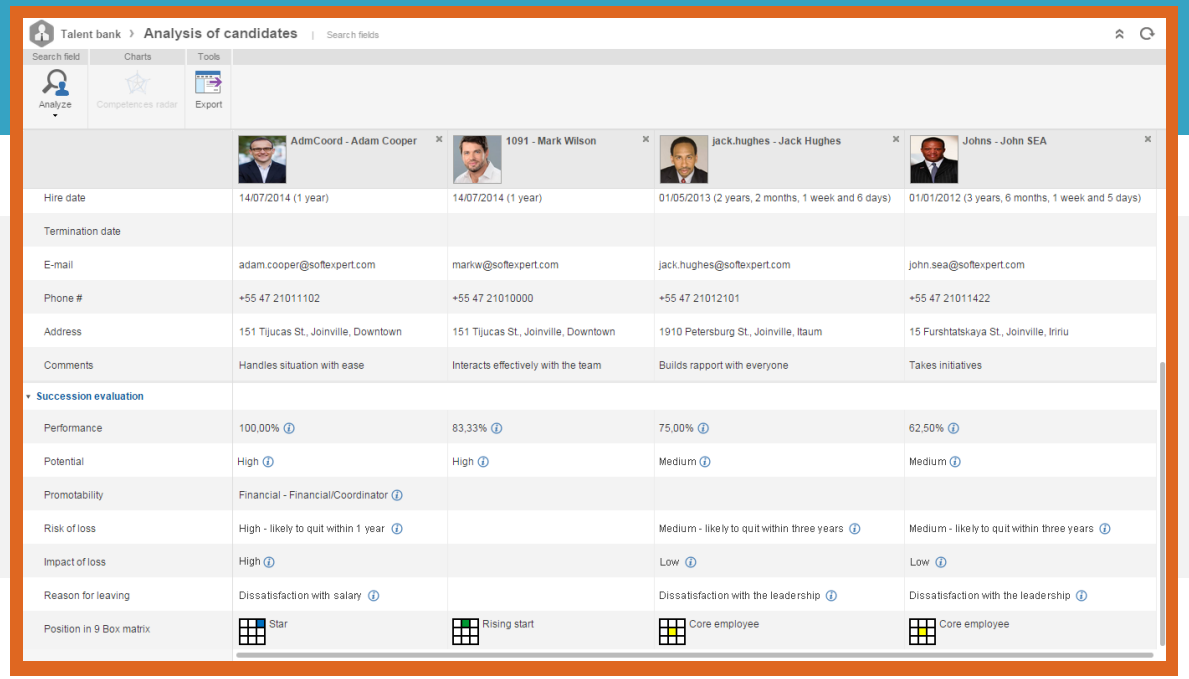
SoftExpert HDM

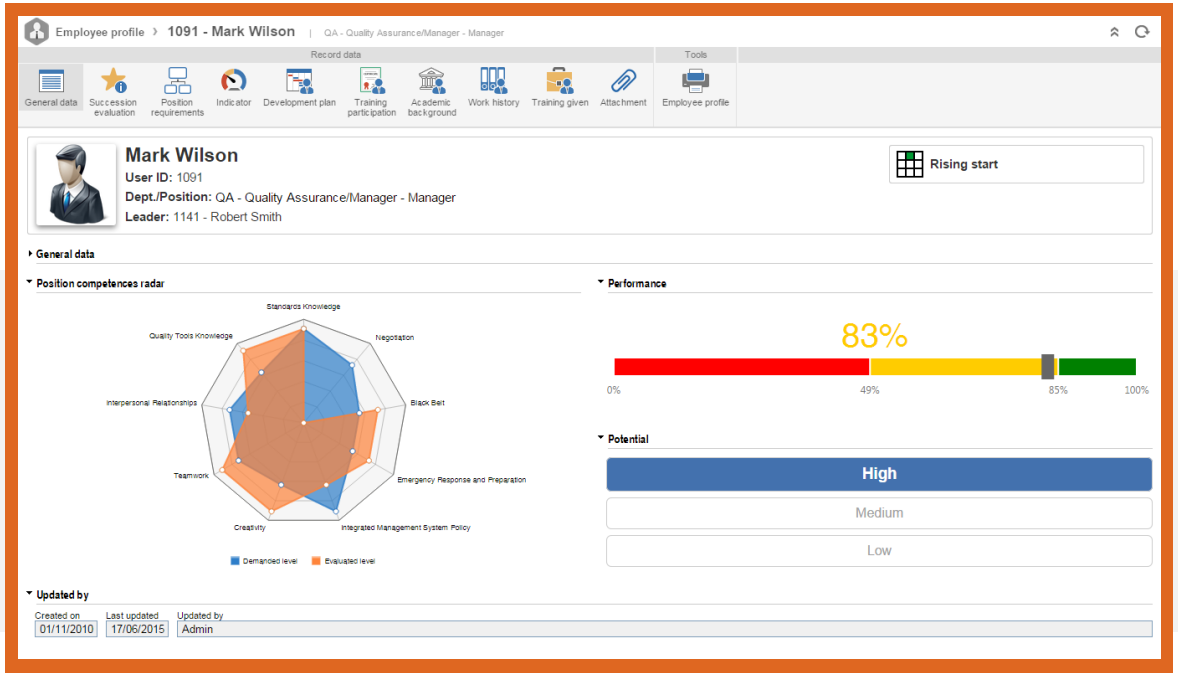
Develop talent. Build success.

SoftExpert HDM is complete software for integrated talent management. It can help organizations enhance effectiveness and efficiency by leveraging talent data and tools that will help better manage and develop current talent, while identifying and implementing plans to meet future needs. It also helps managers to motivate employees through highly relevant performance feedback, while aligning the entire workforce with the organization's strategies and priorities.

Competency mapping

Talent bank

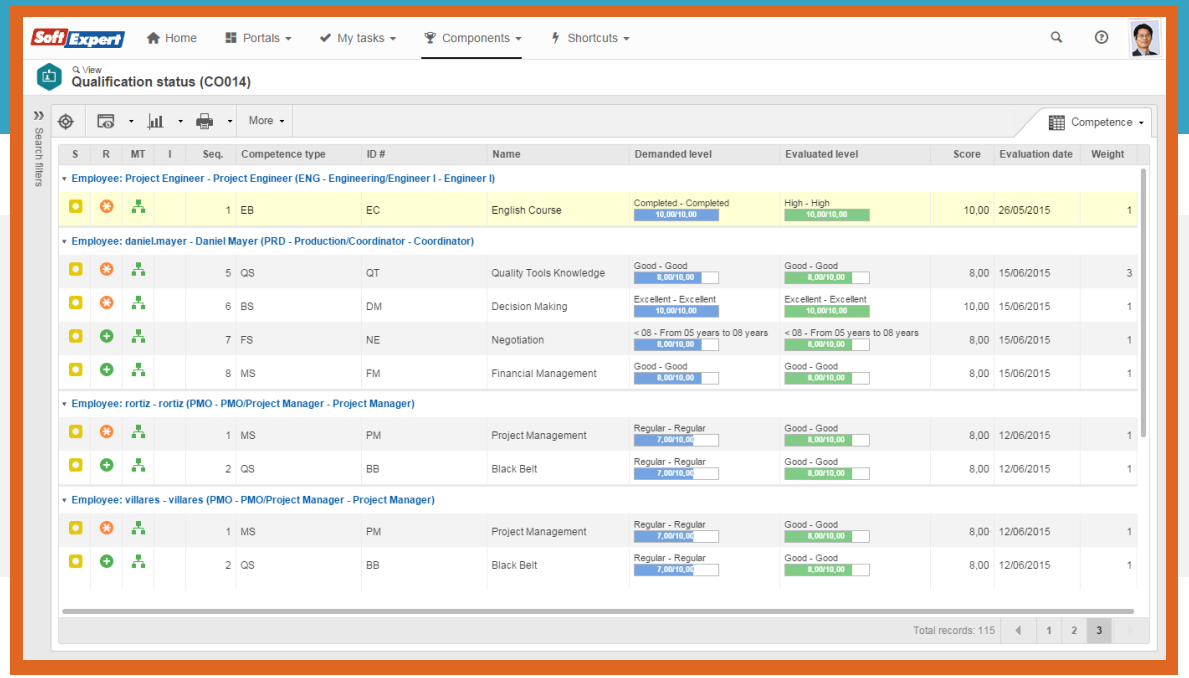


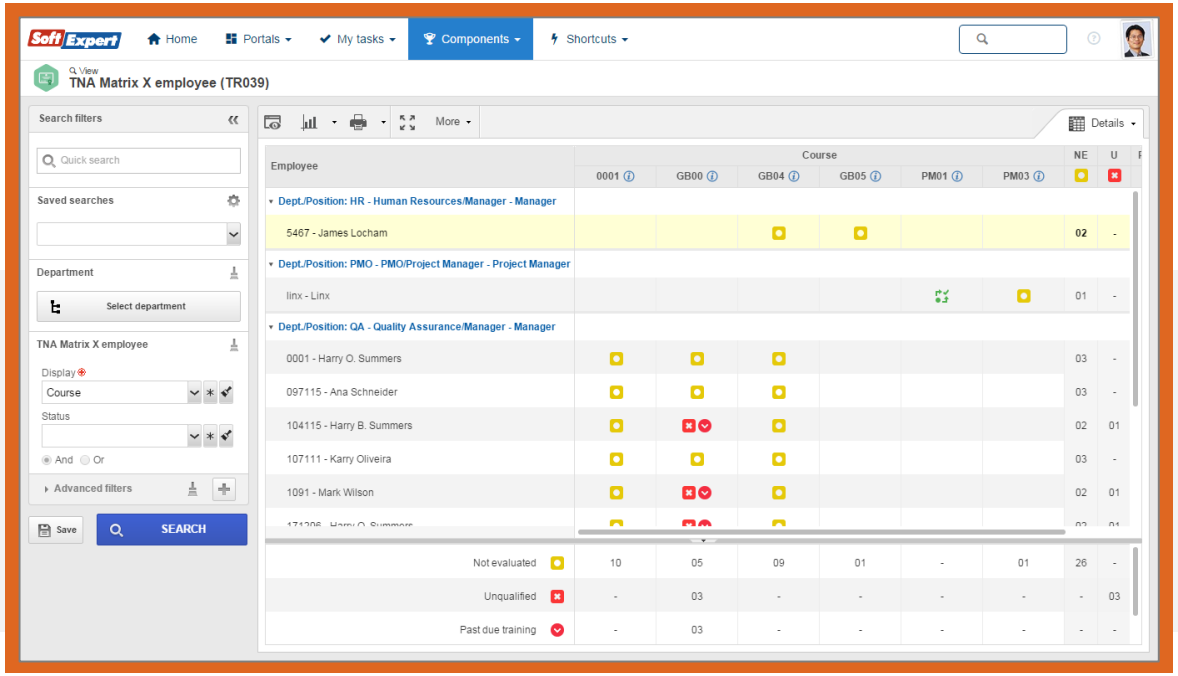


Job requirements

Competency mapping

Competency gap analysis

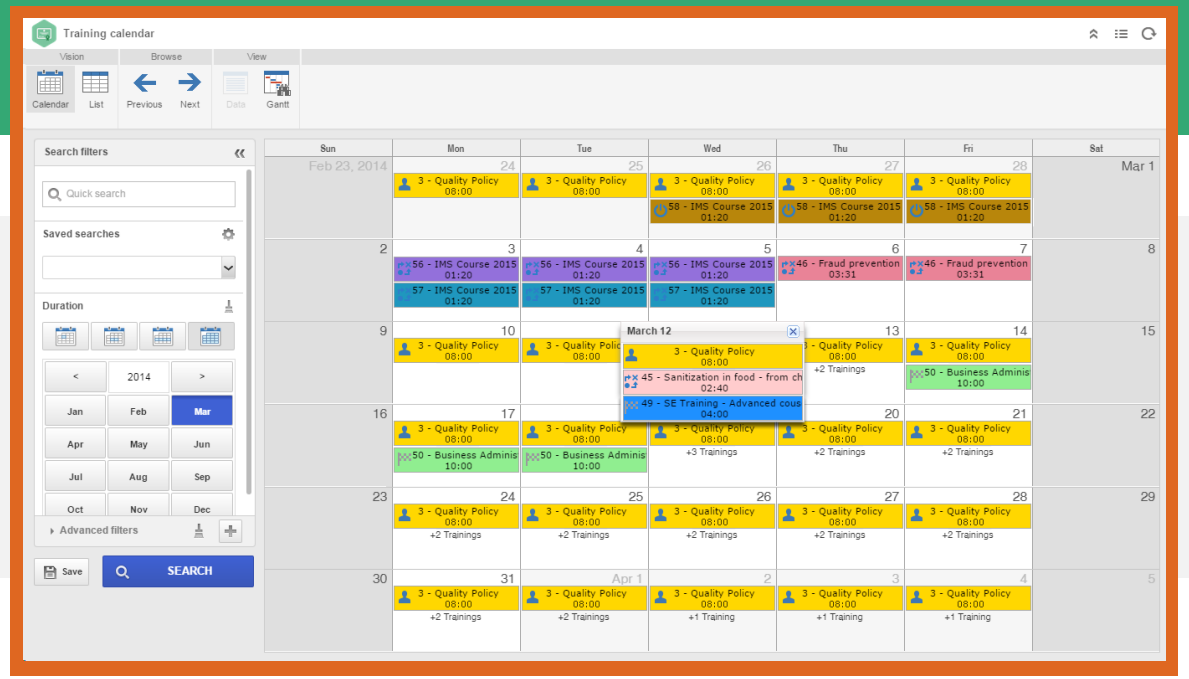


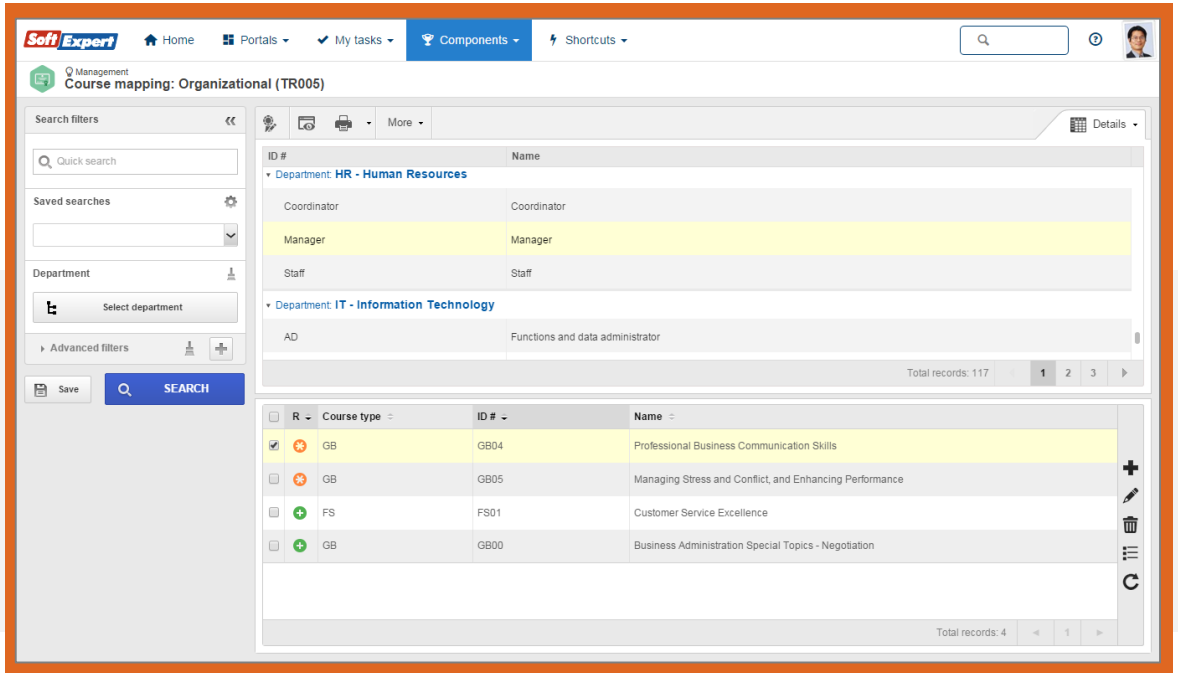


Goals

Training and development

Training plan

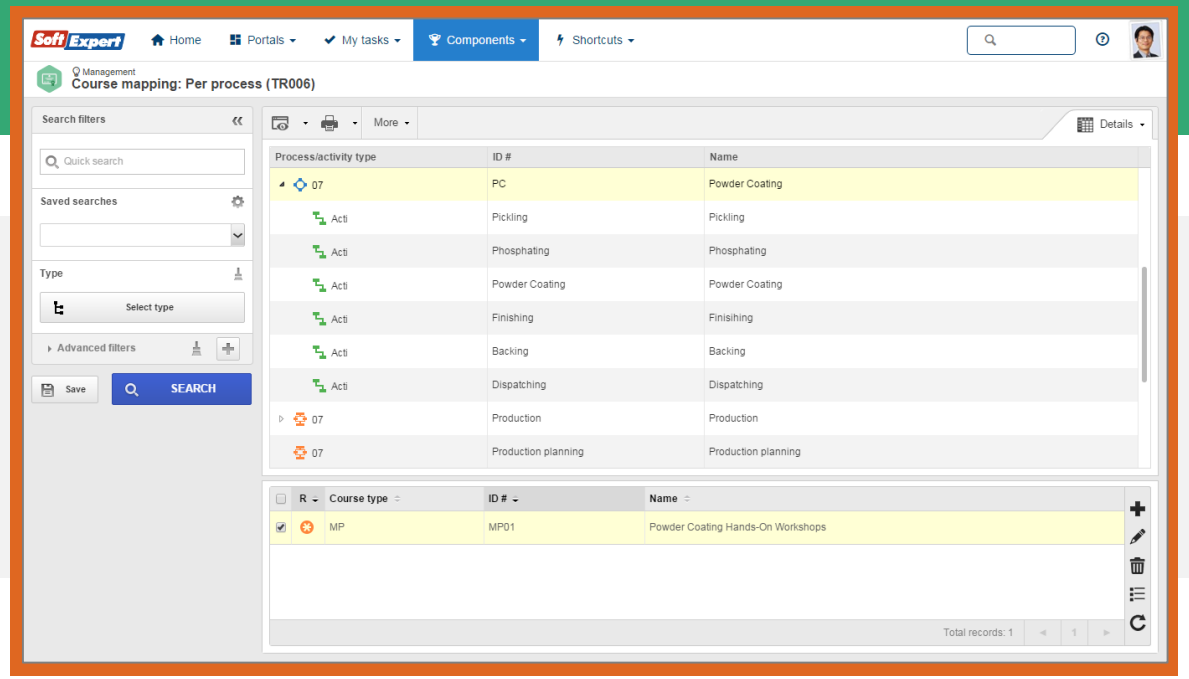


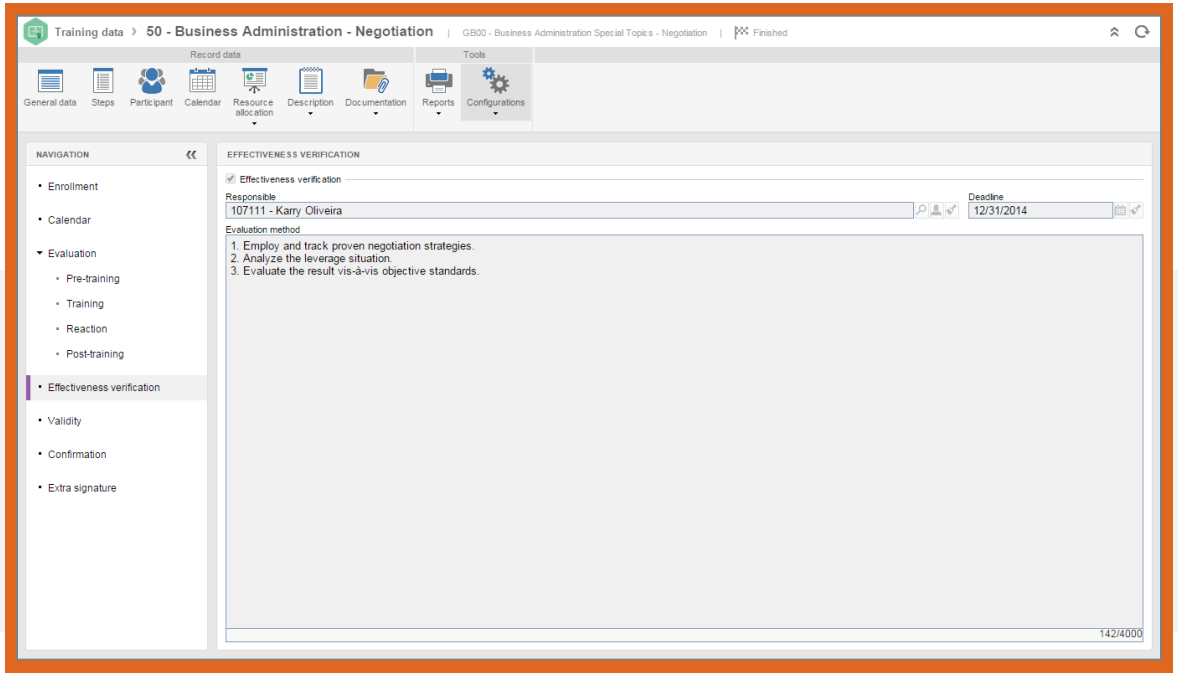


Course management - Organizational

Training and development

Course management - by process

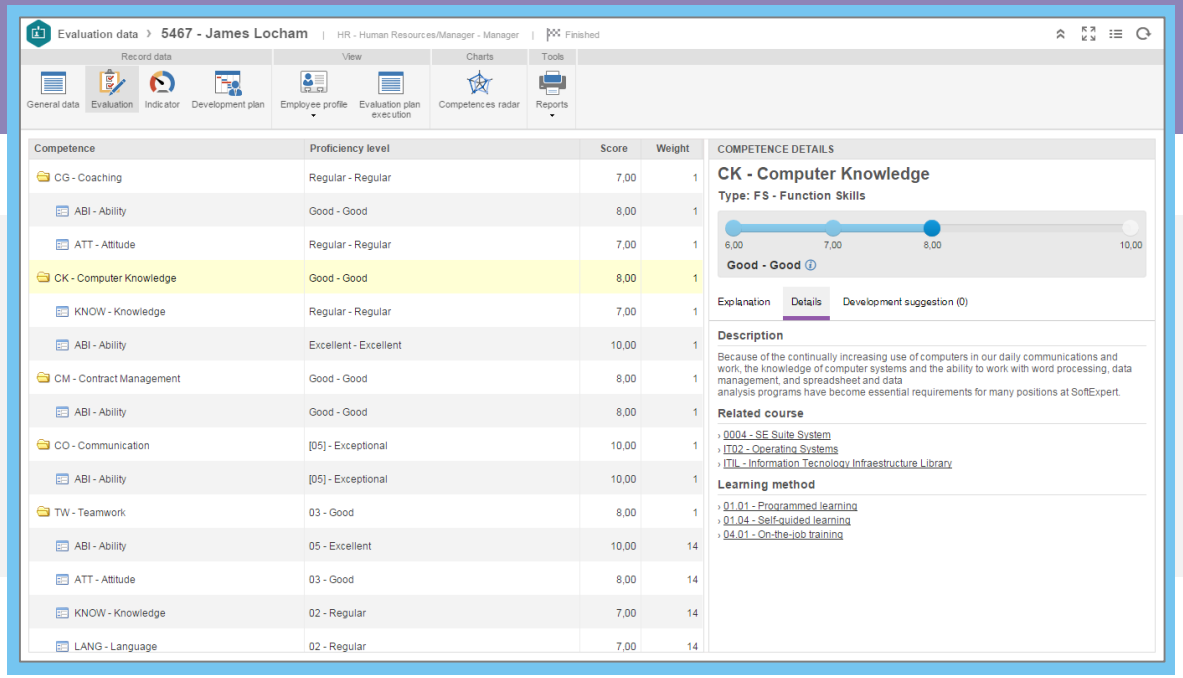


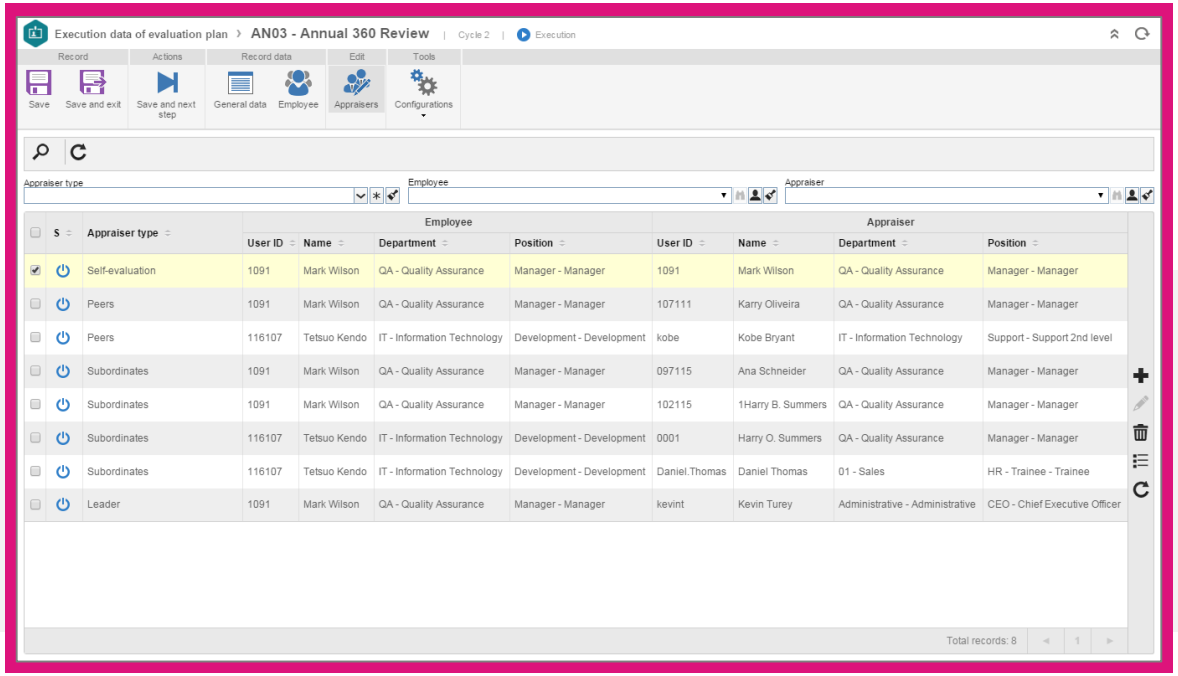


Effectiveness evaluation

Performance review

Competency assessment

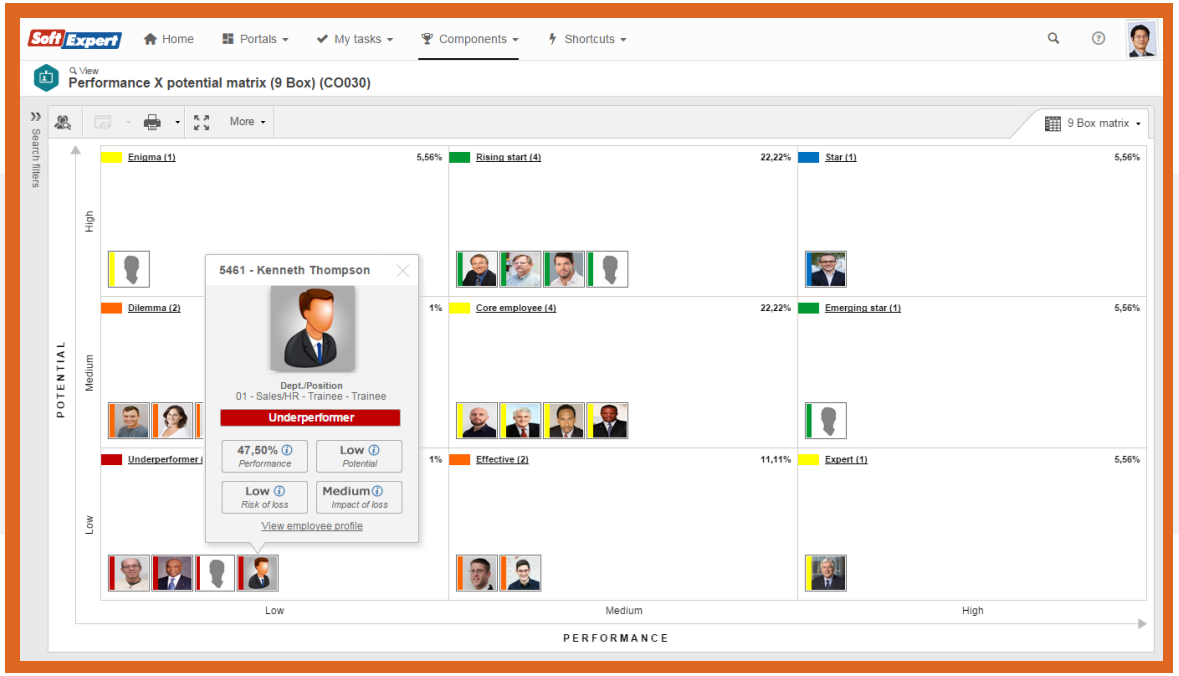




360° appraisal

Performance review

9 Box matrix



SoftExpert Excellence Suite

SoftExpert Excellence Suite is the most comprehensive framework of independent yet united solutions to achieve business performance excellence, streamline corporate governance, risk and compliance programs, and ensure continuous business process improvement.

Companies may not need all applications at once, or may want to deploy one application module at a time, growing gradually as the need arises. Whatever the strategy chosen, only a fully shared environment allows its applications to fit together like puzzle pieces and work seamlessly.

About SoftExpert

SoftExpert is a market leader in software and services for enterprise-wide business process improvement and compliance management, providing the most comprehensive application suite to empower organizations to increase business performance at all levels and to maximize industry-mandated compliance and corporate governance programs.

Founded in 1995 and currently with more than 2,000 customers and 300,000 users worldwide, SoftExpert solutions are used by leading corporations in all kinds of industries, including manufacturing, automotive, life sciences, food and beverage, mining and metals, oil and gas, high-tech and IT, energy and utilities, government and public sector, financial services, transportation and logistics, healthcare, and many others.

SoftExpert, along with its extensive network of international partners, provides hosting, implementation, post-sales support and validation services for all solutions to ensure that customers get the maximum value from their investments.

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