Competency-Based Assessments Made Easy

emPerform makes it easy for customers to evaluate employees on job-specific evaluation criteria like competencies. Competencies can be optionally defined with a name, definition, and observable behaviors. In addition each competency definition can carry up to 10 levels of associated writing assistance. Our clients often link "writing assistant" comments to the rating scale to help managers with the ratings and commentary. Once defined, competencies can be assigned and cascaded across the organization's structure: by organization, division, department, position or direct and uniquely assigned to the employee (and all combinations thereof).

emPerform comes standard with a library of 50 competencies (with rating-anchored writing assistant comments) and the ability for an organization to import and/or manually add their own competencies. Powerful reporting functionality allows organizations to run competency reports that show any gaps across departments, employees, etc. This allows supervisors to see if there are any development needs or performance issues with goals or competencies related to customer service.

Out-of-the-Box Competencies in emPerform:

Accountability	Decision Making	Planning and Scheduling
Adaptability and Flexibility	Dependability	Presentation Skills
Advocacy	Diagnostic Information Gathering	Problem Solving/ Analysis
Application of Job Knowledge	Empowering Others	Project Management
Business Acumen	Energy	Quality and Service
Change Leadership/Management	Establishing Focus	Reciprocal Feedback
Communication	Financial Skills	Relationship Building
Communication, Persuasive	Follow-Through	Results Orientation
Communication, Verbal	Forward Thinking	Sales Ability
Communication, Written	Initiative	Self-Development
Community Orientation	Integrity and Ethics	Self-Management
Conceptual Thinking	Interpersonal Skills	Support of Diversity/Valuing People
Concern for Order and Quality	Leadership	Teamwork
Conflict Resolution	Managing Performance	Technical Skills
Continuous Improvement	Motivational Support	Tenacity/Resilience
Creative Problem Solving	People Development	Work Environment and Safety
Customer Focus	Personal Organization	

emPerform Sample Competencies and Anchored Descriptions:

Accountability

Description Someone who holds him or herself and colleagues accountable to a high standard of performance and professionalism, and who works to achieve positive company results in an timely, ethical, and effective manner.

Observable Behavior Determines objectives, seeks advice when needed, assigns priorities and delegates work. Monitors progress of goals to ensure projects are completed. Accepts responsibility for failures and mistakes and conforms to established rule systems.

Outstanding Frequently delivers work early. Generates enthusiasm among colleagues for the completion of group objectives. Commits to exceeding clients' and the organizations' expectations for quality, service, and professionalism and encourages colleagues to do the same. Helps to redefine strategic areas of responsibility and performance within the organization and influences colleagues to follow a more effective system.

Exceeds Expectations Always submits projects on time. Follows through on commitments to others. Consistently meets clients' and the organization's expectations for quality, service, and professionalism. Sets enhanced objectives and goals for self and others and follows through on own initiative.

Meets Expectations Submits projects in a timely manner. Works with others to complete established objectives. Presents a calm and professional image to the client and organization. Sets personal goals and objectives that meet the needs of the organization and maintains responsibility for achieving these objectives.

Needs Improvement Has missed some project deadlines. Is less willing to commit effort to the needs of others' goals. Compromises on work quality to meet due dates. Lacks awareness of the required standard for projects and professionalism or does not hold self accountable for achievement of objectives.

Unacceptable Consistently late on project deadlines. Defers responsibility regarding commitments to others. Produces work or behaves in a manner that does not meet the organization's expectations for quality, service, and professionalism. Does not set achievable goals for self or others; blames others for own failures to achieve these goals.

Ways to Improve Set achievable goals and then follow through. Ask questions and provide feedback to clarify mutual expectations. Seek advice on tasks to ensure your work conforms to the organizational standard.

Empowering Others

Description	Someone who exhibits confidence in employees' and colleagues' abilities to succeed, even regarding an unfamiliar or challenging opportunity. Able to delegate authority and responsibility to employees while also allowing them the autonomy to establish their own method for resolving issues and completing assignments.
Observable Behavior	Has a strong understanding of coworkers' strengths and assigns responsibility accordingly. Promotes the ability of others to complete a challenging task rather than taking all the work on by her- or himself.
Outstanding	Consistently delegates difficult tasks to others in an appropriate and efficient manner that is beneficial to the organization. Challenges and energizes employees and colleagues by assigning them new responsibilities and offers assistance and/or training when requested. Regularly follows up on delegated tasks while also allowing those in charge of the responsibilities to decide how best to accomplish their goals.
Exceeds Expectations	Uses delegation as a tool to develop the skills of others when assigned challenging new tasks. Prefers to assign stimulating responsibilities over menial jobs. Follows up on the progress of the delegated assignment while allowing colleagues to complete it in their own preferred manner.
Meets Expectations	Manages workload effectively by regularly delegating tasks or asking for assistance. Distributes both challenging and menial tasks fairly and with an eye to employees' and colleagues' strengths and weaknesses. Checks in on progress of delegated tasks fairly often.
Needs Improvement	Falls behind on workload because not enough tasks are delegated to others. Is unclear when presenting directions to completing delegated tasks. Does not follow up on the progress of delegated assignments.
Unacceptable	Is behind schedule on workload and/or fails to meet goals because no tasks are delegated to others. Hoards all challenging tasks to him- or herself. Delegates tasks at whim with no consideration of coworkers' capabilities and does not follow up regarding the completion of the same.
Ways to Improve	Develop a more thorough understanding of the strengths and weaknesses of your colleagues. Take into account your time budget and that of others when delegating responsibilities. Be fair: avoid delegating only unfavorable tasks to others.

Forward Thinking

Description	Someone who can foresee the significance and ramifications of actual and hypothetical situations, and who can prepare for the possible and probable eventualities of such situations by taking appropriate measures and laying suitable groundwork.
Observable Behavior	Consistently thinks and acts with an eye to the future consequences of his or her actions and the actions of others. Reflects on what needs to happen next and plans for possible problems and other contingencies to ensure success. Plans for and completes projects on or ahead of schedule.
Outstanding	Holds regular strategy and planning meetings where priorities are discussed and possible

problems are analyzed. Builds long term relationships and identifies long term goals as much as 3-5 years ahead. Takes a "big picture" view of projects, including possible problems, as well as handover and future updates and/or follow-up.

Exceeds Expectations   Schedules and manages project work, as well as the people and resources involved, and meets regularly to discuss project activity. Sets deadlines for projects and other tasks and correctly analyzes potential issues that may result in possible delays in delivery. Views projects as a whole and anticipates all events leading up to project closure in the long term.

Meets Expectations   Anticipates project problems and important deadlines while effectively managing his or her own time and work. Understands the value in proper planning and the effects of a failure to do so on the work and activities of others. Acts on own initiative to ensure that contingencies are planned for and the project is completed on time.

Needs Improvement   Project problems creep up at the last minute, leading to delays in finishing the project. There is no connection between, or there are errors in, the day-to-day planning of a project and the long term strategy towards project completion. When problems occur they do so unanticipated and little to no effort is made to prevent their reoccurrence.

Unacceptable   Needs others to identify contingency plans in project management and needs to be told what to do and when. Fails to prioritize tasks and has no plan for delivery of completed project. Frequently needs help in completing projects on time due to inability to anticipate possible issues.

Ways to Improve   Compare your project timeline with that of a coworker who working on a similar project and who is on schedule. Set deadlines for individual tasks within the scope of the project and try to anticipate any issues that may lead to delays. Meet all of the individual deadlines.

Contact Us!
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