



FACTS

SUCCESS PROFILES: NAVIGATOR®

TECHNOLOGY TO AUTOMATE JOB ANALYSIS AND COMPETENCY MANAGEMENT

You know what strategies drive your business. Whether you are building a customer-focused culture or selling to a more senior level, you have to know what it takes for people to succeed.

You need to paint a target before you can start aiming for it. Solid job analysis and competency management processes show you where to aim with your talent acquisition, promotion, development, and performance management systems.

Creating *Success Profiles*SM for all of the job families in an organization can be a difficult and time-consuming process. Constantly changing business priorities, challenges and demands makes this process even more difficult. *Success Profiles: Navigator*[®] automates this process, enabling you to create and update accurate, legally-defensible competency models quickly.

BENEFITS

- > **Connect your people strategy to your business strategy**—keeping your competency models ahead of changes in your business environment.
- > **Complete competency management**—supporting your entire talent management life cycle with

consistent profiles that provide a common understanding of job and role expectations.

- > **Aim for the right targets**—enabling you to place the right people in jobs and to focus on the right development activities to drive their success.
- > **Mitigate legal risk**—ensuring legal and process compliance through a comprehensive, fully-documented data gathering and analysis process.

DESCRIPTION

When you need to create or update *Success Profiles*SM, this flexible, easy-to-use software will guide and document the process from start to finish.

A job analyst acts as process facilitator, and from the main screen he or she has a number of options. *Success Profiles: Navigator*[®] can help:

- > **Perform research**—Search DDI's benchmark *Success Profiles*SM and/or your organization's profiles to collect information about jobs that are similar to the target job you are analyzing. Data may be filtered by industry, level, and function.
- > **Administer DDI's card sort methodology**—Set up and manage focus group(s) to determine the most important roles/business drivers, competencies, and/or motivational fit facets required for success in the target job.
- > **Include knowledge and experience components**—Build a list of technical and functional knowledge and/or experience areas associated with job success using the extensive knowledge and experience library as a starting point. Additional customized content may be added by the user.

- > **Incorporate numerous traditional job analysis techniques**—Access tools, identify work content experts, and enter results for data collection methods facilitated offline. Examples include job observations, visionary focus groups, incumbent interviews, and critical incident meetings.
- > **Manage analysis and confirmation questionnaires**—Create, administer, and collect questionnaire responses from work content experts to identify the most important job activities, competencies and/or job fit facets associated with the target job or job family.
- > **Document each step of the process**—including the process and job/work experts involved in building and confirming the complete *Success Profile*SM.
- > **Access expert guidance**—Over 30 years of experience and best practice guidance is accessible to analysts to ensure an appropriate and accurate process is employed.

At DDI, our job analysis process is different from many others because it draws on more

than just behavioral competencies to paint a picture of success in a role. We call our holistic process *Success Profiling*SM. Of course, we draw on behavioral competencies, but we also consider experience, knowledge, and personal attributes. The *Success Profiles: Navigator*[®] software is designed to allow you to perform job analyses using just competencies, or taking a more thorough approach that also includes motivations, knowledge, and experience.

Within *Success Profiles: Navigator*[®], a job analyst has a number of research tools available to help efficiently create or update *Success Profiles*SM (see Figure 1 for the job analysts' main screen). The software is pre-loaded with a library of competencies in addition to knowledge and experience areas targeted at jobs crossing all functions, levels, and industries. Users can add or modify these libraries. Additionally, job analysts can benchmark their results against a database of completed *Success Profiles*SM organized by industry, level, and function. Looking at benchmarks of what other organizations have found for similar roles makes the process more efficient, and of higher quality.



Figure 1: Job Analysts manage their *Success Profiles*SM through an easy to navigate interface.

Success Profiles: Navigator® allows the entire job analysis process to be conducted virtually, even when dozens of people dispersed throughout the world are involved. The system can gather input from content experts regarding the business drivers, roles, and competencies they believe are important for a role. This ensures not only accuracy of a resulting profile, but buy-in to the quality of the result. The software facilitates data collection and analysis, and every step of the process as well as all outcomes is documented and easy to access.

Additionally, *Success Profiles: Navigator*® seamlessly integrates with DDI's online behavioral interviewing management system: *Targeted Selection*®: *Access*®. When used together, these two programs provide a powerful foundation for a flexible, consistent selection system that can respond to business changes efficiently, mitigate risk, and optimize your job analysis functions.

THE PROCESS

To determine competencies for a *Success Profile*™, many organizations find it useful to start with a business driver focus group, or some other method to narrow the requirements for a specific role. *Success Profiles: Navigator*® automates this process.

Experts in the competency confirmation process traditionally meet in person. While *Success Profiles: Navigator*® supports face-to-face discussions, it can also enable job content experts to provide input virtually, allowing data gathering and analysis to be completed more quickly and efficiently. Once logged on to the system, your team can view common business drivers or work roles (see *Figure 2*), as well as the competencies related to them. Once each work content expert has a chance to indicate the importance of the roles for the job being analyzed, the software captures the results.

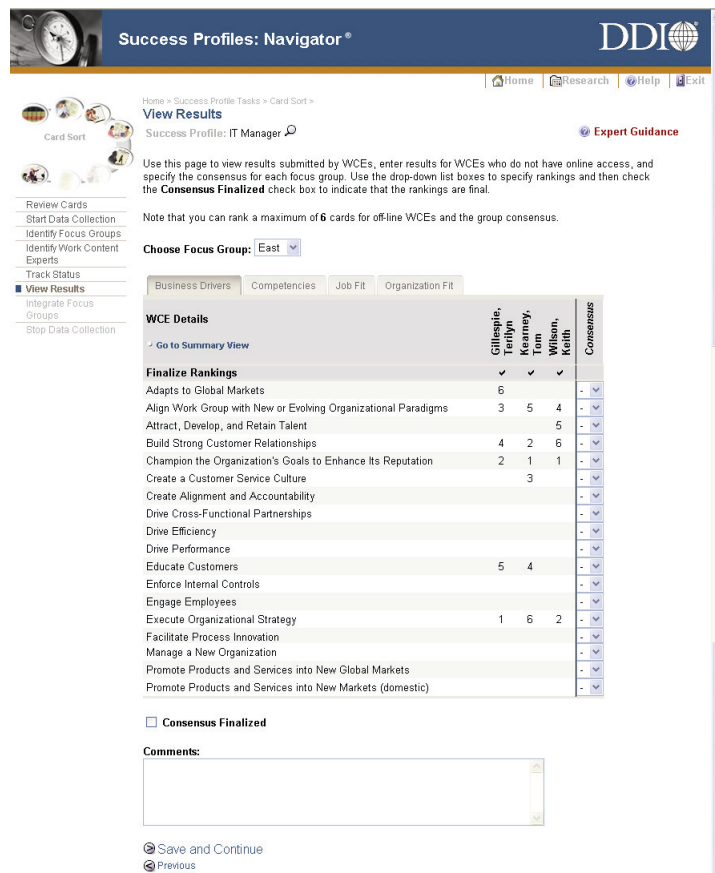


Figure 2: Analysts can use *Success Profiles: Navigator*® to facilitate a discussion with experts regarding the business drivers associated with success for a target job.

You can enrich your *Success Profiles*SM with additional information about knowledge, experience, and motivational fit. You can also enter information collected offline, including job observations, incumbent interviews, or focus group results. You can opt to survey more people, or compare your profile with other examples in the database. The software provides a variety of options to confirm and validate what's been selected. The software enables you to avoid competencies that might overlap, as well as delve deeper into others to refine associated job activities.

When you're done, your entire process is documented and archived, and a number of different reports can be accessed from the reporting screen (see *Figure 3*).

RELATED SOLUTIONS

The *Success Profiles*SM created with *Success Profiles: Navigator*[®] can be used to drive other DDI solutions, including *Targeted Selection*[®]: *Access*[®], *Leadership Mirror*[®] 360 survey tool, assessment centers, *Maximizing Performance*[®], leadership development, and many others.

TO LEARN MORE

Contact your DDI representative, call our Client Relations Group at 1-800-933-4463, or visit DDIworld.com.

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Figure 3: The system allows an analyst to easily access and produce reports about their *Success Profiling*SM process.