TOPIC DAY
INNOVATION AND TALENTS IN BUSINESS AND VET 2.0

HOW INTRAPRENEURSHIP AND TALENT MANAGEMENT IMPACTS ON YOUR ORGANISATION

3 FEBRUARY 2016
Talent management – Tools & Methods

A/ Traits and attitudes
B/ Competences
C/ Tool

George Simonek – DAP Services &
Joke Six - SBM
A/ Traits & attitudes

George Simonek – DAP Services
Who we are

EXPERTS IN SOFT SKILLS

- 10 years of research and development.
- Transfer of Soft Skills programmes to a majority of EU Member States and Turkey.
- Leaders of EU study on Transferability of Skills across Economic Sectors.

Training programs THREE TIMES AWARDED

- VITA Award, 2013.
- Good Practice by European Commission, 2006.
- European Business Award, 2006.

EXPERTS IN MEASURING AND DIAGNOSTICS & COMPETENCES

- Worldwide experience.
- International team.
- 30 years of the development.
- More than 500,000 people worldwide have been measured, this number is rising each day.

www.enterprisecall.com
Content

1. Process of creation
2. Associations and attitudes
3. Communication Consciousness Analysis
4. Diagnostic method
5. Behavioral competences

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Associations and attitudes

Questionnaire methods

Mentally corrected reactions

Impuls

Objective answer


Associations: I like it. I have no problem with it. It is good. It is not for me!

more complex accurate deeper

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Communication Consciousness Analysis

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Diagnostic method

• The CA method is one of the few methods, which deal with measuring and evaluating “the authentic uncensored association”.
• Neuronal pathways are stimulated within a millisecond by the connection of the color and the stimuli.
• Since 2012 patented according to the law in the U.S.
• Find more about the method at www.camethod.com.

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Behavioral competences

Associations → Attitudes → Traits → Soft Skills → Behavioral competences

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B/ Competences

Joke Six - SBM
Agenda

• Personal Advice
• Competences: what’s in a name?
• Implementation
• Tools – demo Comet
Personal Advice

• Training plans
  => Competence management
  => Personal Advice

• Focus on learning & development

• Customized consultancy
Competences: what’ in a name?

- ↔ traits

- Knowledge, skills and attitudes
  - necessary to be successful in a certain function/role
  - observable
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Implementation

Recruit & select

Learning & development

Introduction / onboarding

Performance management

Evaluation new employees

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Advantages

- clarity on expectations in current (and future) jobs
- objectivity in evaluations/promotions/mutations/...
- common language
- insight into available competences (skillsmatrix), possibilities in polyvalency in teams
- ...
C/ Tools & enterprisecall.com

George & Joke
Tools

- HR-software
- Games
- Sectoral organisations
- Specific target groups
- ...

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• COrpetence MEasurement Tool
• Self-assessment – 360° feedback
• Login or e-mail
• User-management
• Results on individual and teamlevel
• Customized
• Multiple languages
Basic principle

- Competence profile – statements (indicators)
- Standard
- Feedback
- Results

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Klantgerichte communicatie

Actief luisteren (face-to-face)

Tonen (non-)verbale boodschappen op te nemen en te begrijpen, en doorvragen bij onduidelijkheden.

houdt oogcontact

geeft door gedrag en houding blijk van interesse voor wat de ander zegt

Vb. instemmend knikken
laat de ander uitspreken

- starter
- basis
- aanvaardbaar
- deskundig
- expert

reageert op non-verbale signalen van de ander

- Starter
- Basis
- Aanvaardbaar
- Deskundig
- Expert

Commentaar:

vat tussentijds correct samen wat er gezegd is

- Niet van toepassing
- Starter
- Basis
- Aanvaardbaar
- Deskundig
- Expert

vraagt om meer uitleg als hij/zij niet begrijpt wat de ander zegt

- Starter
- Basis
- Aanvaardbaar
- Deskundig
- Expert
<table>
<thead>
<tr>
<th>Feedback over Delanghe Eric door Delanghe Eric</th>
<th>Feedback over Jansens Jan door Jansens Jan</th>
<th>Feedback over Six Joke door Six Joke</th>
<th>Gemiddelde</th>
</tr>
</thead>
<tbody>
<tr>
<td>Norm op 20/05/2013 00:00:00.000</td>
<td>op 21/10/2013 18:49:45.483</td>
<td>op 27/05/2013 10:34:15.050</td>
<td>op 22/05/2013 17:30:11.130</td>
</tr>
<tr>
<td>Actief luisteren</td>
<td>22,41%</td>
<td>4,01%</td>
<td>29,10%</td>
</tr>
<tr>
<td>Assertiviteit / positief denken</td>
<td>-11,26%</td>
<td>22,22%</td>
<td>24,91%</td>
</tr>
<tr>
<td>Klachtenbehandeling</td>
<td>-6,45%</td>
<td>-48,88%</td>
<td>-24,23%</td>
</tr>
<tr>
<td>Mondelinge communicatie</td>
<td>-9,55%</td>
<td>-24,88%</td>
<td>4,62%</td>
</tr>
<tr>
<td>Telefonicische communicatie</td>
<td>-21,66%</td>
<td>-43,83%</td>
<td>-14,57%</td>
</tr>
<tr>
<td>Algemene klantgerichte attitude</td>
<td>-16,12%</td>
<td>-26,10%</td>
<td>-14,18%</td>
</tr>
<tr>
<td>Empathie / compassion</td>
<td>8,58%</td>
<td>-27,50%</td>
<td>-8,15%</td>
</tr>
<tr>
<td>Omgaan met andere culture</td>
<td>41,44%</td>
<td>23,87%</td>
<td>20,98%</td>
</tr>
<tr>
<td>Omgaan met verbale/fysieke agressie</td>
<td>4,16%</td>
<td>-48,90%</td>
<td>-5,71%</td>
</tr>
<tr>
<td>Handelen volgens waarden</td>
<td>-13,03%</td>
<td>-17,02%</td>
<td>-10,55%</td>
</tr>
</tbody>
</table>
Main uses Performance appraisals

- Training new employees
- Evaluation new employees
- Training plan, PDP
- Skillsmatrix
- ...

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Live presentation

Portal – http://softskillers.dap-services.com/#/login

Web pages - www.softskillers.com

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Training

Block 1: Introduction to training.

Block 2: Didactic methods for experiential learning.

Block 3: Training skills (e.g., using the video Mr.Perfick - the Trainer).

Block 4: Methodology and structure of the soft skills training programs.

Block 5: Introduction to soft skills.

Block 6: Training of selected soft skills.

Block 7: Demonstration of relevant video programs.

Block 8: Theory of the CA method and interpretation of diagnostic outputs.

Block 9: Examples of using group diagnostic profiles; interpreting one’s own diagnostic profile; how to use the SoftSkillers portal.

Block 10: Discussion, Q&A.
Objective

- Identifies enterprising traits & competencies
- Stimulate innovation

Target group

- Enterprising professionals (entrepreneur, employee, manager & investors)
Added value

- cost-effective tool for SMEs, business support organizations and VETs, enabling them to boost innovation & professionalize the personal development & plan effective training that will have a positive impact.

Result

- reports provide information on what development is needed