WebMentor Skills™ Mini-Case Studies

WebMentor Skills is a flexible, versatile web-based competency management system that supports a wide range of talent management initiatives. To illustrate its capabilities, we've developed several mini-case studies based on experiences of actual customers. To protect the privacy of clients, Avilar has not disclosed organizational information, but would be happy to discuss further details in-person.

Hospitals Automate Competency Checklists

As part of the accreditation process, hospitals in the United States are required to provide evidence that nurses and other clinical and allied health professionals have been assessed on critical competencies related to patient care. Typically, these are paper-and-pencil exercises, where employees are assessed on their assigned competencies; the assessment records are then filed for later retrieval during the accreditation inspection. Avilar has partnered with a national hospital training organization serving hospitals in 40 states to automate the process. Avilar worked with the organization and its member hospitals to identify, define and organize clinical and nonclinical roles using skills from the Avilar Competency Model™ and the hardcopy competency assessment forms already in use. Custom assessment grids were developed to enable managers to assess employees online, and dashboards enable managers to monitor progress in each department and across an entire hospital.

Client hospitals are reporting significant benefits, including:

- Greater consistency among departments in the content of competency assessments.
- Ability to track compliance at all levels.
- Ability to monitor employees' recertification dates.
- Ability to search for skill sets to resolve short-term staffing problems.

National Nonprofit Organization Supports Strategic Learning

After experiencing record growth in the size and scope of its organizational mission, this national nonprofit organization worked with Avilar to adapt the Avilar Competency Model™ to reflect the skills needed at all organizational levels to support greater accountability, efficiency and data focus.

- Employees can easily see the skill expectations for their roles.
- Senior leadership can identify high potential candidates for future advancement.
- Analysis of skill gaps is assisting the organization to identify the greatest skill gaps and ensure that sufficient learning resources are in place to meet them.
- Employees and managers are engaging in development dialogs that enable them to discuss skill gaps openly.
- Available learning resources have been mapped to the skills in the competency model, allowing employees to manage their own development.

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Fortune 500 Company Collects Competency Data After Mergers and Acquisitions

This large financial services company found itself with numerous spreadsheets and databases that contained information about its employees' experience, certifications, education and interests. There was no centralized database available to put together project teams and identify internal candidates for key positions. Avilar worked with the organization to develop a custom assessment tool that was simple for employees to use.

- The organization now has the ability to collect skills and other related data in one place.
- Managers are able to view skills, experience, certification and other data for all employees across multiple organizations.
- Workforce planners can identify potential skill shortages and overages.

Federal Agency Promotes Development Planning

A division of a United States federal agency worked with Avilar to develop a customized development planning tool for participants in its annual intern program. Using an internally-developed competency model, the interns assess themselves at the beginning, mid-point and the end of the year-long program. Their skills are also assessed by their supervisor and mentor, providing a multi-rater view into each intern's skill level.

- The interns can set career goals and select from pre-loaded learning resources to create a customized individual development plan (IDP).
- Mentors can use custom reports to help guide their interns through the assessment and development planning process so they achieve the best possible results.
- Interns can plan career development activities that enable them to advance through their chosen career paths.

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