IMPACT: Competencies²ˢᴹ
for organizations and individuals

IC² provides innovative consulting and customized learning services that will help your organization identify, define, develop, and integrate the unique competencies you need to **successfully** execute your strategies and achieve your objectives.

Competencies are the unique capabilities, skills, and behaviors your people demonstrate in the course of performing day-to-day work – they are the building blocks of talent.

Identifying – have you identified and prioritized all of the competencies that:

- Are critical to **successfully** executing your strategies and achieving your objectives?

- Support your business plans and initiatives?

- Will deliver the **impact** and **innovation** you need in order to compete, grow, and thrive in your industry?

- Your people possess but that may be "hidden" or underutilized?

Defining – are your organization's competencies defined in terms that:

- Are customer/client-centric?

- Are easily understood and actionable?

- Incent the right behaviors and activities supporting your culture and objectives?

- "Paint the picture" for career progression?

- Are measureable and can be assessed?

- Comprehensively address all of the technical and non-technical capabilities you need to deliver the services you provide or to produce the products you sell?

Developing – taking your organization's unique capabilities and skills to the next level:

- Have you made the very most of the competencies your people possess?

- Are there skill gaps that are preventing your organization from being as effective and successful as you can be?

- Do you fully understand your organization's bench strength?

- Do you need to acquire new talent with specific competencies?

- Have you anticipated the competencies you may require in the future?

- Have you differentiated your organization as an employer of choice where people develop and perform to their fullest potential?

- Can you comfortably and effectively describe specifically what an individual needs to do to advance to the next level within your organization?

Integrating - are your organization's competencies comprehensively integrated in to your:

- Position descriptions and operating structure?

- Talent acquisition and hiring processes (e.g. your interviewing questions)?

- Professional development and learning programs?

- Assignment, scheduling, and deployment processes?

- Performance management and feedback mechanisms (e.g. assessments, reviews, 360)?

- Succession planning and promotion criteria?

- Career planning processes and materials?

- Communication strategies and knowledge-sharing platforms? (Are competencies visible and accessible? Do your people know what their colleagues can really do?)

- Important initiatives – e.g. Ethics codes and policies? (Competencies and how they are defined really do influence behaviors and activities.)