

Competence Consulting

Competence Consulting-Service Description



The world's most successful companies have one factor in common. They invest in their people, continually updating their knowledge and skills.

Ericsson Competence Consulting is a service designed to ensure optimal return on your investments in competence. Ericsson Competence Consultants will analyse your training and performance needs based on your business requirements and design competence solutions and performance improvement projects for key staff for your consideration.

Competence Consulting assignments are undertaken with a true spirit of partnership and win-win approach. We are keen on ensuring your involvement and control every step of the way.

Some examples of the deliverables of this service are:

- Competence Development Plan recommendations, closely aligned to your current and future business needs and goals.
- Recommendations concerning other critical issues related to enabling your competence capabilities (organisation, procedures, communication, knowledge sharing, etc.)
- Performance Improvement programs for sharing of best practices and procedures
- Tools for verifying skill and performance levels

The service

Ericsson Competence Consulting is a service that provides an evaluation of your competence and performance improvement needs and recommends optimized solutions to those needs with clear links to your business goals.

We understand that in order to be successful, this requires a partnership approach. No one knows your business better than you do. Our expertise is in technology and in learning and performance improvement solutions for this technology. Together we can find the answers to key challenges facing you in developing the skills and human performance you need to succeed.

Ericsson Competence Consulting is a flexible, customizable service that aims to align competence and performance to your business goals. Our experienced and expert consultants can help you define competence and knowledge gaps, analyze performance needs and design optimized training solutions using the well-proven methods of Training Needs Analysis (TNA) and Employee Performance Improvement (EPI).

An initial meeting is held in order to define the purpose and method of the potential assignment, after which you will be presented with a proposal for your consideration. We are keen on ensuring your involvement and control every step of the way.

Customer benefits

Whether your priorities are time, quality or cost based, we seek to optimise your investments in training with clear links to your business goals. This will allow you to reap one or more of the following benefits:

- Improved efficiency in network operation
- Increased ability to deploy new technology and revenue generating services ahead of the competition
- Alignment of technical and commercial competencies with business and performance objectives
- Facilitate a smooth transition from current to future technologies
- Facilitate a planned competence development across the functional areas maximising training efficiency within the organisation
- Retain motivated employees within the company with planned, visible career paths and on-going competence development.
- Clearly define best practices for company-wide sharing and performance improvement
- Enhanced ability to assess skill and performance levels.

Service deliverables

Depending on your specific requirements and what has been agreed upon for the assignment, one, two or more Competence Consultants (depending on the scope) from Ericsson will be involved in delivering this service. To their disposal they have the well-documented and proven procedures of Training Needs Analysis (TNA) and Employee Performance Improvement (EPI).

Although these procedures are flexible in nature and allow for customized combinations to suit your specific requirements, the main focus of TNA aims at an optimal training recommendation while that of EPI aims at optimal job performance of your employees.

Deliverables typical of Training Needs Analysis

Structured interviews with selected managers and/or key personnel are carried out in order to identify existing competence gaps for the selected groups. The findings from the information collection are analysed in view of your business priorities in order to design an optimal solution to your competence needs. All results are summarized in a final report with suggestions on development plans for the groups and recommendations on general competence development concerns. The format and purpose of the report will have been agreed upon based on your requirements; typically the report will include:

- Summary of tasks performed by various groups or categories identified
- Current competency gaps as identified
- Recommendations on how these gaps can be bridged
- Training flow for each of the groups
- Recommendations on steps forward
- Recommendations on follow up procedures and evaluation issues
- Recommendations concerning other critical issues having an important impact on competence development efforts.

Deliverables typical of Employee Performance Improvement

The EPI Comprehensive program is an investigation and analysis of duties and tasks to be performed for defined job categories within an organization.

The investigation and analysis does not only bring forward and implement all duties and tasks, technical and other, but also "best practice" procedure for each duty and task to be performed.

The result of the analysis is a comprehensive job description in the form of a chart that outlines all duties and tasks to be performed, specifying every task, step by step. This includes reference to existing technical and operational documentation.

The Comprehensive program also assesses and describes the training necessary for each job category based on the duties and tasks to be performed, displaying the training in a training matrix.

The Competence Consultants can also design extensive On-the-job training programs for each job category.

The EPI Mastery program covers the Comprehensive program and in addition to On-the-job training plans (optional in the Comprehensive program), includes Skills assessment and Certification plan.

The function of the Mastery program is to supply you with the necessary tools that will assist you in developing and verifying the appropriate competence levels needed for each individual and within each job category in a comprehensive, consistent and objective manner.

Delivery process

The cornerstone of Competence Consulting is an understanding of your needs. Therefore, the initial step for Ericsson Competence Consultants is to meet with you in order to understand your objectives and goals. The purpose of the meeting is also to establish the scope, purpose and method of the potential assignment. Based on the outcome of the meeting, you will be presented with a proposal for your consideration. We are keen on ensuring your involvement and control every step of the way.

The ensuing delivery of the service depends completely on the scope and objectives of the assignment. The total time to Final Report and your Approval can range from approximately one month – in the case of a training flow recommendation – to several months – in the case of a Mastery Program including job and task analysis, Skills Assessment and development of tools for verifying skill levels of employees.

Progress reports and final reports – as defined in the agreement – will be delivered for your approval during the duration of the assignment. In conjunction with delivery of the final report, joint decisions are taken regarding follow up activities and implementation issues.

Customer Satisfaction - Ericsson Competence Consultants evaluates the results of its consulting projects together with you. In the event that Ericsson Competence Consultants conducts a formal evaluation of quality assurance/customer satisfaction (e.g survey or interview), Ericsson Competence Consultants will provide relevant feedback from such activities in order to meet your needs and expectations.

Requirements and responsibilities

It is Ericsson's responsibility to ensure that delivery of the service is within the agreed timeframe and that it is carried out to the set standard.

For a successful outcome, all involved staff groups and levels should be aware of the project and its expected outcome. The proposal submitted for your consideration will contain details regarding pre-site information, employee involvement and access to training records, job descriptions, organisational charts, site locations, etc. that the Ericsson Consultants may need in order to carry out the assignment to your satisfaction.

Related services

Competence Development

Competence Development Service is a training service that gives you the required core skills and competence to capitalise your business opportunities. Whatever technical and business challenges you face, the service can always meet your needs - to give you a more effective organisation with lower operating costs and higher performance.

Competence Development service is a complete, one-stop training service covering every aspect of your business and at every level, delivered in classroom at our Competence Centres, in your workplace or via the Web.

Competence Management

Competence Management Service is a service that supports you to manage your Competence Development activities in a cost efficient way. The service is based upon experienced Competence Management experts that utilise state of the art tools for the purpose. It gives you an opportunity to manage your human capital from a competence perspective in a planned and controlled way.

When designing your Competence Management Service we are considering the most appropriate learning resources for the purpose. We have a palette of Web based courses, CD-based courses, Instructor-led courses and other supporting content. Together with you we select the most efficient blend of methodology suitable for your needs.

But it's not the content nor neither the learning methodology nor the format that makes it happens, it's the management. That is what we offer you in this service.