

Competency Building Improves Learning Management Systems (LMS)

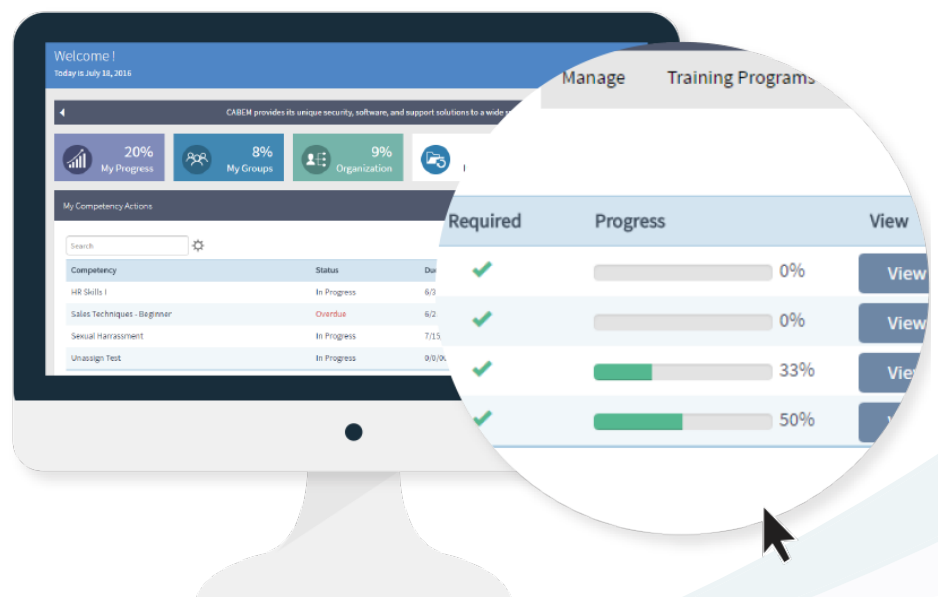


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Learning Management Systems (LMS) are utilized by countless organizations to train employees throughout various stages of their careers. But according to recent studies, they may not be as effective as once believed. A survey by the Brandon Hall Group found, "44% of companies are looking to replace their LMS within the next two years." And, unless changes to their technology strategy are made, "they will most likely find themselves perennially in the replacement group." In an effort to address these shortcomings, progressive organizations are focusing more on managing competency rather than relying on traditional training methods. Conventionally, companies have used LMS' to train their employees to specific roles. But their capability usually ends with administering and grading tests. A competency management system takes this further and proves that the employee who has passed a test is also competent to perform to his/her role. As stated in an article from the International Journal of Manpower "The competency approach to human resource management is based on identifying, defining and measuring individual differences in terms of specific, work-related

constructs, especially the abilities that are critical to successful job performance." When managing competency, the focus shifts from pass/fail test taking to a more comprehensive analysis of the capabilities and expertise of both employees and jobs- which includes skills, qualifications, and behaviors. While completing a module and passing a test is still an acceptable form of employee training, it is not enough in the modern workplace. Being able to prove and sign off on an employee's competence gives a company the peace of mind that their team is completing tasks effectively and safely. Mark Homer in his article Skills and Competency Management says, "It is most important to identify which particular set of key skills

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is required for the business to achieve its strategic goals." He is emphasizing the importance of developing distinct competencies to ensure employee training and management align with the priorities of the enterprise. Multiple completion methods provide employees the ability to prove their competency to a specific role, in a variety of ways. The Institute for Learning Styles Research has identified seven styles in which people learn. These preferred ways of learning will also affect the ways in which people prove something has been learned and retained. Current LMS' do not provide flexibility to learners who struggle with traditional test taking and therefore, do not provide a clear picture of competency within an enterprise. Managing competency enables team members to continually improve their knowledge, skills, and behavior, while addressing their

unique learning styles. Additional techniques for competency signoff in modern systems include manager and subject matter expert signoff, witnessing, documentation, attendance, and user signoff. These methods can be independent or mutually assigned to ensure employees are fully competent.

Keeping track of all of this information has proven to be a daunting task for many industries, especially heavily regulated ones with many different facets. The difficulty of this task has significant health and safety implications for organizations. For this reason, a comprehensive competency management system comes equipped with gap analysis, risk management, and metrics modules that provide efficient and systematic visibility into the enterprise. A gap analysis allows administrators to easily view the number of missing competencies

required for employees to satisfy a specific role. And with risk mitigation features, can assign a risk priority number (RPN) to competencies which allows administrators to focus in on higher risk competencies, giving them the power to better protect their assets.

Due to this emerging trend of businesses towards competency based learning, and away from traditional LMS', we have developed a software tool that specifically addresses this, called the Competency Manager. The product is derived from our existing LMS, and provides an enterprise framework for competency. Our Competency Manager gives an organization the ability to assign customizable competency programs for their workforce, allowing you to train employees, identify pathways to success, manage risk, and increase efficiency at all levels of the

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organization. To find out more, go to cabem.com.

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Founded in early 2002, CABEM Technologies builds, deploys and maintains custom software solutions, and provides IT security and support services. CABEM provides these services to organizations of all sizes, in a variety of industries including academia, testing, and banking, identity theft, environmental, healthcare, and military.



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