

## Operational Skills & Competency Management

### KAHUNA WAS BUILT FOR OPERATIONS, LEARNING, & HUMAN RESOURCES

Skills are top of mind for organizational leaders around the globe. For those in industries with highly technical skills, operational skills and competency management is imperative to ensure the workforce is skilled, compliant, safe, and deployable at any given time. Unfortunately, the reality is that most organizations don't have the right processes or systems in place to obtain actionable data to be used for reskilling, upskilling, and the future of work. Kahuna's leading skills and competency management SaaS platform, paired with a skills strategy, produces validated skills data to help organizations adapt quickly.

### FOUR ACTIONS FOR SUCCESS IN OPERATIONAL SKILLING

**Clarify what areas of your company demand operational excellence.** Decide where to focus your operational effort and focus on areas which drive strategic revenue, differentiation, or have huge risk for poor execution.

**Assign the right skills to the right roles.** Assemble your set of competencies and assign these to roles. It takes time to bring these together, discuss and debate them, and agree on what will matter.

**Decide how to develop and validate skills.** Perhaps the most important decision to make: how will we develop, validate, and certify these skills? Will we send people to training? Give them on-the-job coaching? Ask them to prove their expertise on the job? Or use simulation or testing?

**Roll out the solution and start planning for the future.** Implement your model in a platform, roll it out, and teach the organization how to perform.



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"We need a more rigorous way to manage, measure, certify, & validate operational skills."

- Josh Bersin

# OPERATIONAL SKILLS AND COMPETENCY MANAGEMENT WITH KAHUNA

## OPERATIONAL SKILLS AND NON-OPERATIONAL SKILLS: WHAT'S THE DIFFERENCE?

**Operational Skills** are skills that must be in place to operate the company and are considered essential. They must be validated.

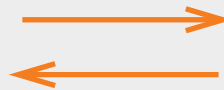
**Non-Operational Skills** are skills that are important and drive business, but do not need to be certified or validated.

PROCESS	HR	OPERATIONS
<b>Define Skills</b>	Identify critical roles and look at hiring, training, and pipeline needs.	Define critical skills, proficiency levels, testing, & certification process.
<b>Manage Skills</b>	Put in systems and processes in place that link to core HR systems for all essential employees.	Make sure line leaders understand the process, tools, mandatory steps, and their roles.
<b>Develop Skills</b>	Develop a wide range of training and development offerings, including content, coaching, simulation, testing, and assessment.	Help curate, contribute to, and implement development and make sure all employees understand the need to stay current and sharp on all operational areas.

## USES FOR OPERATIONAL SKILLS DATA

### Human Resources

- Learning Forecasts
- Technical Career Ladders
- Talent Acquisition & Internal Mobility
- Compensation Analysis - Pay Equity Based On Skills



### Operations

- Resource Allocation & Scheduling
- Capability Planning & Alignment
- Safety, Quality, & Reliability
- Subcontractor Management

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