



AVILAR PRODUCT AND SERVICE INFO



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WebMentor Skills™ Improving Workforce Performance

As an integral part of any organization's need to leverage human capital to achieve organizational results, competency management is at the heart of nearly all workforce development initiatives. Defining competency models for your organization and performing skills gap analysis provides the essential information for strategic planning around training, staffing, performance management, and succession planning. With Avilar's web-based WebMentor Skills Competency Management Solution, you can now easily develop and perform competency assessments, analyze skills gaps and drive workforce development improvements.

WebMentor Skills, a Web-Based Competency Management Solution

Implement Organization-Wide Succession Plans and Find Tomorrow's Leaders

Inventory critical skills of key leadership roles and identify potential candidates for succession development

Align Training with Corporate Goals

Ensure your learning programs are on target by creating Individual Development Plans (IDPs) based on each individual's job expectations and proficiency level



To speak with an Avilar consultant and demo WebMentor Skills, please contact us.

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Build Better Project Teams

Define requirements of a project in terms of skills, roles and resource investments and pinpoint those employees whose skills best match those requirements

Hire the Right Employees

Create selection criteria and tools based on skills and behaviors required for success

Optimize Performance Management

Measure and monitor individual performance and progress and ensure alignment with organizational goals

Prepare for Disasters

Use competency data to support staffing forecasts, enable succession planning and prepare for disasters



COMPETENCY MANAGEMENT IS CENTRAL TO YOUR ORGANIZATION

Effective competency management first of all requires a valid competency model. Whether you purchase, modify or create your own model, it needs to represent the cluster of related knowledge, skills, abilities and other personal characteristics that differentiates your organization from the competition. The competencies in your model should:

- Correlate with performance on your organization's specific jobs
- Be measured against well-accepted standards
- Be improved through training and development

While you can expect a well-implemented competency management solution to yield significant return on investment, this is a serious undertaking. You will need sufficient tools and resources able to:

- Validate the competency model
- Manage the collection and use of competency data
- Keep the competency model aligned with organizational strategy and structure as the organization and required skills change

Finally, no matter what the size of your organization, you'll need a technical solution to maximize the use of your competency data for your current and future needs. Your technical solution should be able to:

- Collect data about employee competence
- Efficiently store data in a way that it can be used for multiple purposes
- Report data in whatever way suits your objectives

WebMentor Skills as a Foundation

WebMentor Skills enables your organization to build a strong foundation for workforce development initiatives. First, you can collect and categorize the knowledge, skills, abilities and other personal characteristics that differentiate your organization from the competition into a competency model.

Second, you can then assess your employees' current competency level and use that data in order to achieve a number of critical organizational objectives.

Key Features:

Top 10 Skill Gaps	Assessments
Departmental Gap Progress Report	Development Plans
Job Role Profile Summary	Skills Search
Learning Resources Summary	Project Team
Training Needs by Course	Building Workforce
Skills Gap Analysis	Reporting
Competency Modeling	

STAFFING

Competency-based job profiles can be used to develop selection tools such as behavioral interviewing and relevant testing and build project teams based on competency criteria.

LEARNING

Individual assessments based on competencies can identify skill gaps and create individual development plans. At an organizational level, analysis of skill gaps can align learning resources with skill gaps and determine current and future learning needs.

PERFORMANCE MANAGEMENT

Implementing a competency management process in your organization can help to clarify organizational needs and performance expectations for all employees, and make the link between competence and business results.

EMPLOYEE ENGAGEMENT

“Job fit” is one of the most critical elements of employee engagement on the job. Identifying employees at risk for failure or burnout because of proficiency levels too low or too high for a job can increase productivity.

CAREER DEVELOPMENT

Nearly all of the “best companies” for employees provide opportunities for employees to advance in their careers. A solid competency management system can support career development by allowing employees to view competencies required for other jobs and determine career development plans.

SUCCESSION PLANNING

Most organizations today are concerned about the pending skills gap. An organization-wide competency management program can help to identify skills at risk through retirement, outsourcing or downsizing and identify high potential replacements.

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WebMentor LMS

A Best Value Learning Management System

WebMentor LMS is a feature-rich learning management system that is consistently rated as a low-cost, high-value solution by talent management analyst Brandon Hall. The WebMentor LMS solution enables your organization to deliver quality learning courses and assessments, easily track learner activities and certifications as well as manage registrations and e-commerce. Avilar designed WebMentor LMS with the user in mind; as an easy-to-use, straightforward and cost-effective solution.

"We have reviewed WebMentor many times over the years, and we are continually amazed at the level of functionality available in a system at a very cost-effective price." - Brandon Hall LMS Report

COMMITMENT TO CUSTOMER SATISFACTION

Avilar was formed in 1997 and has grown into an experienced, successful company by focusing on the unique needs of each individual customer. Over the years, Avilar has been the recipient of many industry awards including the Excellence in e-Learning for Customer Satisfaction award from Brandon Hall and eLearning Magazine, and was cited by Training Magazine as a top "Price-to-Value" provider.

"Avilar was instrumental in helping launch careLearning from the beginning to well over 150 hospitals today that rely on us for critical eLearning content. Avilar is more than a vendor; they are strong partners in making sure we succeed together."
- Jim Kranz, careLearning



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FOCUSED ON UNIQUE NEEDS

Avilar and WebMentor LMS support the needs of a diverse range of corporate, government and educational organizations in industries such as healthcare, association, training, manufacturing, finance and technology. We identify the unique needs, goals and characteristics of each customer and provide the best solution for a given budget. This approach pays off when you measure training ROI.

EASY AND RAPID SETUP

Avilar designed WebMentor LMS to be easily implemented and flexible to meet unique needs and budgets of varying organizations. Both a hosted ASP solution and an installed software solution are available. Today, many customers choose the hosted ASP solution as no IT resources are needed.

Key WebMentor LMS Capabilities

Blended Learning

Track all learning activities of your employees. From web-based courses, instructor-led courses, or on-the-job training, WebMentor LMS categorizes and tracks the varying learning activities of your organization.

Assessment & Content Creation Tool

WebMentor LMS enables organizations to create tailored web-based courses and assessments to support unique learning challenges, organization-specific training, certification support, and training aligned to corporate goals.

SCORM Certified

Avilar is committed to being an e-Learning standards leader. In fact, WebMentor LMS was the first LMS to be recognized as certified SCORM compliant by ADL. To ensure your SCORM courses will run flawlessly, WebMentor LMS includes a SCORM Debugger Tool to help you analyze the SCORM commands and improve the performance of your courses.

Certification Management

Track current compliance measures by managing different types of compliance, tracking employee certification status, creating custom and printable certification certificates and defining certification criteria.

Competency Assessment

Determine training needs based on skill gaps, build individual development plans to close skill gaps, and create competency-based training initiatives that are aligned with corporate objectives.

Adaptable Learner Interface

WebMentor LMS allows you to adapt the learner interface by turning features on and off, adding external links, and creating a customized look and feel to meet the specific needs of your learners.

WebMentor LMS Features

- Blended Learning Management
- Content and Assessment Tools
- Runs Custom and 3rd Party Courses
- SCORM Certified
- Student Records Management
- Administrative Roles Scalability
- Course Evaluations and Ratings
- Tailorable Look-and-Feel
- Multi-lingual Support
- Ability to Create curricula, Course Sessions and Instructor-led Courses
- Attendance Tracking
- Extensive Reporting
- Completion Criteria Checks
- Certification Management
- Print Certificates upon Completion
- Student Transcripts
- Fully-Integrated e-Commerce
- Collaboration Tools such as E-mail Notification, Bulletin Boards and Discussion Forums
- Group Assignment for Curriculum
- Wait List Capabilities
- E-Mail Notifications for Course Seat Availability
- Capability to Manage Financial Transactions and Display Financial Reports
- Payment Receipts for e-Commerce Transactions
- Support for Multiple e-Commerce Merchant Accounts
- Manage multiple, learning portals
- Back Office Interoperability





Avilar Services

Strategy and Implementation

A great product without the proper services is not a great solution. At Avilar we understand that our client's end goal is launching a successful learning management solution, integrating it into a broader workforce planning model, and making it an ongoing part of the client's organizational success. With many years of experience, our professional e-Learning consultants provide strategic planning and implementation services as well as training and support to ensure success.

Hosted ASP Solution

With Avilar's Hosted ASP solution you can quickly get an e-learning solution up and running without the costs of technical infrastructure and IT resources. You obtain the full benefits of WebMentor LMS while lowering your total cost of ownership. The Hosted ASP Solution is ideal for many organizations when calculating ROI for training. Experienced Avilar personnel set up and run your solution, maintain system performance and availability, perform database and system administration, and provide secure data processing and backup.

E-Learning Content Development

Avilar develops e-Learning course content for customers in the style and structure that meet their specific learning needs. By having Avilar's content developers author your courses you can achieve high-quality, cost effective training while devoting your valuable in-house resources to other tasks. Development services include instructional design, graphic design, writing/editing, broadcast-quality audio and video, and repurposing of existing course content.

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Consulting Services

Adaptable and Practical Competency Management Consulting

Implementing competency management can be challenging. Industry analyst Josh Bersin found that while “86 percent of HR managers believe that competency management is critical to their success... only 15 percent believe that their competencies are well-defined at an enterprise level.” With practical guidance from Avilar’s competency consultants, you can successfully implement lasting initiatives that directly address your unique workforce challenges.

Avilar consultants have implemented competency management initiatives in organizations of all sizes and industries for decades, from 50 to over 100,000 employees in the private, nonprofit and government sectors. Avilar’s approach is based on two guiding principles. Every concept and tool we use is:

- Grounded in best practices of talent management
- Practical enough for contemporary organizations with limited resources to implement quickly and achieve meaningful results

We don’t believe in a one-size-fits-all consulting formula. Instead, Avilar’s team of competency management consultants approaches each organization and its unique circumstance as an original project requiring an adaptable and flexible approach.

“The key to achieving business growth and success is having a workforce with the capacity to continually learn, update their skills, and hone their knowledge in today’s rapidly changing environment.”

ATD Public Policy Council in “Bridging the Skills Gap”

TAKE ACTION

Avilar consultants are not only diverse in their experience of project types, but also their experiences in competency management applications, including:

- Succession Planning
- Targeted Training Initiatives
- Total Quality Management
- Certifications
- M&A Preparation
- Staffing
- Career Development
- Project Team Building
- Performance Management
- Reorganization



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WHAT A PRACTICAL APPROACH MEANS FOR YOU

Avilar consultants pride themselves in being grounded in real-world experience as leading practitioners, not as “lifetime” consultants. Instead of a step-by-step, uniform approach, Avilar consultants realize that your best results are ones based on your business, your goals, and analysis around your organizational objectives.

With experience from consulting projects and their own workforce management roles, Avilar consultants will guide you through the right steps while directing you away from the wrong. Avilar consultants will share more than good ideas; they’ll share ideas that will have a profound organizational impact.

Services Provided

Competency Project Planning

- Alignment of competency management initiatives to business strategy
- Workshops for competency management project design and strategy
- Internal communication plan design

Competency Model Development

- Development of skill dictionaries and role profiles
- External research and benchmarking
- Internal surveys, focus groups, interviews and job task analysis

Project Management and Oversight

- Assistance at any stage in the project, from project plan to comprehensive plan to analysis and application of data
- Benchmarking at stages for feedback and guidance
- Full or part-time consultants available for on-site project management

Business Analytics

- Identification of skills gaps and learning needs at the individual, work group and organizational levels
- Strategic approach to staffing, learning, career and succession planning
- Support for disaster and pandemic planning

Competency Model Development

The foundation of any competency-based approach to workforce development begins by identifying the unique combination of knowledge, skills, abilities and characteristics required for success in your organization. Our consultants are skilled in helping design competency models that will support a number of workforce development strategies. Additionally, consultants are able to validate existing models, integrate existing models into a single model, and do the industry or job-specific research necessary to create a functional model.

Project Management and Oversight

Avilar consultants can assist with any stage of your competency management project plan, from comprehensive plan creation to the analysis and application of data. Each step is an integral piece in the outcome of your competency management project and

Avilar consultants will help ensure that no steps are missed while the project efficiently runs forward. Benefit from a full or part-time consultant in a project manager role at your organization, or benchmark in stages with consultant feedback and guidance.

Internal Communication Plans

A successful launch of a competency project requires an effective communication plan so your organization's employees and managers understand the goals, requirements and outcomes of the project. Our consultants have experience working with global organizations that face complex issues to align communications plans to the project goals through strategy and materials.

Learning Plan Creation

Identifying pertinent learning assets to close identified skills gaps is a critical step in taking a competency-based approach to training. Avilar consultants can help inventory, audit, and map your current assets to the skills needs of your organization and identify what new learning assets will be needed. Integrate development plans with performance management initiatives, identify career paths, demonstrate ROI and contain learning program costs by leveraging individual development plans.

Competency Management Education

Few organizations have internal staff with the extensive expertise needed to launch and manage a successful competency management program. Take a workshop or participate in a training course with Avilar consultants and avoid the expense of the learn-as-you-go approach. Apply decades of experience to your project; with Avilar's practical and adaptable framework, your competency management education will result in a more efficient and grounded project.

Business Analytics

Avilar consultants are able to transform your competency data into valuable information that executives can use for informed decision-making. Avilar can create reporting portals that display role-based information which can be understood at a glance or drilled into for more detail. Avilar consultants offer decades of experience and insight into analytic results and are perceptive in their application of analysis to organizational decisions.

The Avilar Competency Model

The Foundation to Successful Workforce Management Initiatives

Avilar competency consultants based the Avilar Competency Model on decades of work with organizations of all types and sizes. The model contains over 200 skills clustered in more than 40 skill groups.

About the Model

The Avilar Competency Model can be used as is or customized to the specific needs of your organization. Based on best practice research, the model contains three parts.

Professional Skills

The professional skill set includes the knowledge, skills, abilities and other characteristics that employees at all levels need to be successful regardless of technical or job related expertise. This set includes emotional intelligence skills such as self-awareness, self-management and relationship management which have repeatedly shown significant impact on job success.

Leadership Skills

The leadership skill set includes the knowledge, abilities and other characteristics needed by managers and leaders at all levels of the organization. Performance management, project management, team leadership and application of business acumen are examples of these skills.



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Occupational Skills

Several occupational skill sets include job specific knowledge, abilities and skills needed in such fields as human resource management, learning and development, finance, customer service, manufacturing, sales and marketing.

Competency Model Consulting

Avilar's team of competency management consultants are ready to assist your organization in the development of your unique competency model or the customization, validation and integration of the Avilar Competency Model or other models.

Avilar's team will guide you through all stages of your competency management project. Examples of consulting work include:

- Development of skills dictionaries and profiles
- Customization of the Avilar Competency Model to fit specific cultural, language and skill sets of your organization
- External research and benchmarking
- Internal surveys, focus groups, interviews and job task analysis
- Model validation
- Integration of existing models into a single model

Please speak to an Avilar representative to find out more on how Avilar consultants can work to the specific needs of your organization.

Competency Model Applications

Competency management is the foundation for nearly all workforce development initiatives. Defining competency models for your organization, assessing skill levels and then analyzing gaps provides the essential information for strategic planning for training, staffing, performance management, and succession planning. With a solid competency model to define and integrate all workforce planning and management, an organization can tackle numerous initiatives such as:

- Succession Planning
- Targeted Training
- Total Quality Management
- Certifications
- M&A Preparation
- Staffing
- Career Development
- Project Team Building
- Performance Management
- Reorganization

System Compatibility

The Avilar Competency Model is available to use manually or can be integrated into an automated competency management system. For more information on system compatibility please contact an Avilar representative.

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Avilar Competency Model Sample

Set: Professional Skills

Competency Work Management

Task Sets Work Goals and Objectives

Definition Sets specific, measurable, aligned, realistic work goals. Accurately scopes out length and difficulty of tasks and projects. Determines priorities in a meaningful and practical way. Uses goals to guide actions. Anticipates and adjusts for problems and roadblocks. Establishes checkpoints to evaluate progress towards goals.

Task Self Development

Definition Has an accurate assessment of skills gaps for current and future roles and identifies opportunities for development. Takes an active approach to creating and implementing an Individual Development Plan. Stays informed of current industry trends. Learns quickly and applies new concepts on the job.



What's Next?

Implementing a competency management method with Avilar – The Competency Company – can help move your organization from ordinary to extraordinary. Contact us today at info@avilar.com for a complimentary consultation or visit our website www.avilar.com to schedule a demo. You can be confident that we will listen to your organization's specific needs and help you find the best solutions to the competency management challenges you're facing.

About Avilar

Founded in 1997, Avilar is a leader in competency management and workforce optimization. We believe that a competency management method is one of the most effective ways to develop a workforce and deliver results in an organization. Our flagship WebMentor product line, introduced in 1998, includes a complete suite of affordable, easy-to-use, and full-featured competency development and management tools. Avilar is a recipient of the Excellence in E-Learning for Customer Satisfaction Award from Brandon Hall Group and eLearning Magazine, and has been cited by Training Magazine as a top "price-to-value" provider. Avilar blends leading human capital management and business intelligence professionals with our state-of-the-art workforce management system to solve the complex issues facing managers in the globalized business arena.