

abilitymap[®]

Capability Framework



Communication

Personal Communication

Expresses themselves effectively. Good at making impromptu speeches and off the cuff presentations. May have a colourful and dramatic way of talking about things. Rarely at a loss for words, but chooses them with care. Stays on topic.

Listening to Others

Believes that there are many sides to most issues. Seldom becomes irritated in response to what a person says. Is open to ideas. Appreciates the viewpoints of others. Is a good listener. Lets others finish what they are saying.

Building Customer Relationships

Is interested in people. Cares about others. Likes to be of service to others. Loves to make other people happy.

Building Networks

Feels comfortable around people. Gets along well with people they have just met. Can initiate conversations. Makes friends easily. Enjoys bringing people together.

Sharing Knowledge

Provides feedback to team members, peers and more senior co-workers on tasks they can do well to improve overall team performance. Takes every available opportunity to transfer their knowledge to co-workers. Holds informal learning sessions with co-workers when they have gained new information/knowledge on a topic that would be of interest to the broader functional group.



Teamwork

Working with Teams

Acknowledges accomplishments of others. Enjoys being part of a group and likes to give everyone a chance. Enjoys teamwork and loves to let others share the spotlight. Values having long-term close relationships with people. Respects the decisions made by the group.

Supporting Diversity

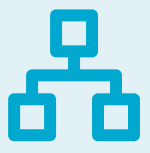
Believes that everyone's rights are equally important. Believes in equality between all races. Feels offended by forms of discrimination. Respects others.

Understanding Others' Needs

Is sensitive to the needs of others and knows how to comfort them. Is good at sensing what others are feeling. Feels sympathy for those who are worse off. Respects others' feelings and accepts them as they are. Understands people who think differently.

Showing Professionalism

Will honour all commitments made. Can't stand being late and keeps appointments. Meets challenges and generally does more than is expected. Is always aware of how they are presenting and believes appearances are important. Usually gets right to work on something that needs to be done. Respects authority.



Managing People

Leading Others

Can be relied upon by others. Expects dedicated work from others and dislikes incompetence. Prevents things from getting out of hand and sees that rules are obeyed. Knows their strengths and can make decisions for others. Has an uncommon ability to inspire others. Enjoys leadership roles.

Motivating Others

Tries to make sure everyone in a group feels included. Is good at helping people work well together. Has an uncommon ability to inspire others. Likes to involve others in what they are doing. Shows faith in people and has a calming influence.

Handling Authority

Not afraid of providing criticism. Can automatically take charge and expects others to follow their lead. Likes having authority over others. Readily challenges others' points of view. Likes to compete and do everything they can to win.

Influencing & Persuading

Knows what to say to make people feel good. Has a natural talent for influencing people. Will approach others in a positive manner. Has the ability to be a good teacher. Is good at getting people to do what they want.



Planning & Organising

Setting Goals

Is passionate about anything they are involved in. Isn't satisfied until they get what they expect. Cannot wait to get started on a project. Maintains high energy throughout the day. Pushes themselves very hard to succeed.

Committing to Goals

Likes to set objectives and then ensure they are achieved. Is always prepared and will make careful choices about life issues. Thinks ahead to address issues. Develops challenging but achievable goals.

Managing Resources

Deals efficiently with practical matters and can accomplish work on time. Can control the outcome of events through good planning. Generally completes tasks successfully. Can easily link facts together and achieve the desired outcome.



Initiative & Enterprise

Displaying Initiative

Can throw a new light on the situation and think of new ways to do things. Will think of alternatives when someone tells them how to do something. Their ideas sometimes surprise people. Takes the initiative and turn plans into action.

Operating Independently

Will stand behind their actions. Likes to take responsibility for making decisions. Is able to find out things by themselves. Is capable of working alone. Has a point of view all their own.

Business Acumen

Will recognise and capitalise on business opportunities. Can talk others into doing things they might otherwise not wish to do. Is not easily fooled by others. Knows what's going on in the world.

Personal Selling

Has a natural talent for influencing people. Gets along well with people. Warms up quickly to others and can display considerable personal charm. Knows how to convince others.

Using Creativity

Looks at things from different angles and is an original thinker. Generally will have excellent ideas. Can see special connections between seemingly unrelated objects or events. Has an imagination that allows them to think outside the square. Can put a new perspective on things.



Learning

Managing Career Development

Believes that success depends on ability and commitment rather than luck. Will accept challenging tasks. Will go out of their way to attend educational events. Seeks the opportunity to learn and grow.

Achieving Plans

Can picture clearly what needs to be achieved. Is not easily distracted and will follow through with plans. Is well-informed and makes decisions based on facts, not feelings. Believes that planning ahead makes things turn out better.



Self-Management

Adapting to Change

Adapts easily to new situations. Is excited by many different activities. Can manage many things at the same time. Catches on to things quickly. Eagerly looks forward to things to come and gets excited by new ideas. Seeks out change.

Accepting Responsibility

Completes their activities as soon as possible. Follows through on personal commitments and takes the time to finish things properly. Will finish things despite obstacles in the way. Is a hard worker and sets high standards for themselves and others. Accepts the consequences of their actions.

Managing Safety & Risk

Is very aware of their surroundings and will avoid dangerous situations. Will take precautions to protect others from threats or dangers. Will keep a sharp eye on others' work. Likes to be well prepared. Wants everything to be "just right."

Coping with Pressure

Is calm even in tense situations. Doesn't lose their head under pressure. Can keep their emotions under control. Rarely loses their composure. Remains calm during emergencies. Thinks people need to learn self discipline.

Displaying Consistency

Acts according to their conscience. Does everything they say they will do. Follows the rules and does things by the book. Able to pursue one goal for a long time. Follow directions and works with great stamina. Has no sympathy for rule-breakers. Tends to perform at the same high-level every day.



Problem Solving

Solving Problems

Reasons logically and formulates ideas clearly. Knows what is essential and what is not. Is good at analysing and can handle complex problems. Thinks up practical solutions for issues that confront them in life.

Working With Words

Organises ideas clearly in oral speech. Expresses ideas clearly and concisely in writing. Tailors written communications to effectively reach their audience. Writes grammatically correct communications.

Working with Numbers

Has the ability to see relationships and solve problems in complex numerical information accurately. Can handle moderately complex numerical problems without difficulty. Recognised by others as being very capable when working with financial or statistical material.



For more information or to book a demonstration,
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